

**Department of Veterans Affairs
Denver Distribution Center**

REMOTE ORDER/ENTRY SYSTEM

How to use the ROES system

Department of Veterans Affairs
Decentralized Hospital Computer Program

REMOTE ORDER/ENTRY SYSTEM USER MANUAL

Version 2.0
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Denver Distribution Center
Denver, Colorado

Preface

The **Remote Order/Entry System (ROES)** has been developed to enhance the speed and efficiency of providing medical products and services to patients, VA medical facilities and other Denver Distribution Center (DDC) customers.

This User Manual is intended to assist end-users in VA medical facilities with the use of **ROES**. It assumes that the reader is familiar with the computing environment of the Decentralized Hospital Computer Program (DHCP). System procedures and user options for both Audiology and Speech Pathology Service (ASPS) and Prosthetic and Sensory Aids Service (PSAS) are explained in detail. It attempts to explain the initialization of the **ROES** and the use, monitoring, and managing of the system. The four major areas of the **ROES** that are described in this manual are the Functional Description, Package Management, ASPS Options, and PSAS options.

The software developers would like to express sincere thanks to the following nine alpha and beta test sites for their assistance with the many aspects of testing:

Atlanta VAMC

Columbia, SC VAMC

Kansas City VAMC

Little Rock VAMC

Long Beach VAMC

New Orleans VAMC

New York VAMC

Phoenix VAMC

Washington DC VAMC

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Introduction

Purpose and Conventions

The Remote Order/Entry System (**ROES**) has been developed by the Information Resources Management Division (IRMD) of the Denver Distribution Center (DDC). The automated procedures provided by the software are used for ordering commodities handled by the DDC (Hearing aids, prosthetic socks, batteries, etc.). The system replaces paper-intensive manual procedures with an electronic data interchange system.

ROES will allow authorized medical facility users to enter a minimal amount of specific information about multiple order types used in making requests from the DDC. Most patient-specific demographic and eligibility information will be extracted from the patient database on the local station's computer. No changes are made to the patient information in the local DHCP files.

Patient data and order information entered by the user will be transmitted electronically over the IDCU network to the DDC. The order information received by the DDC will be processed daily by the DDC staff. Updates to the status of the order will be transmitted electronically to the initiating station within 48 hours of receipt.

Version 2.0 of **ROES** provides electronic ordering capabilities for both Audiology and Speech Pathology Service (ASPS) and for Prosthetic and Sensory Aids Service (PSAS). All commodities ordered from the DDC will be available for selection through **ROES**. As new products become available, station files will be automatically updated from the DDC.

ROES Version 2.0 has separate menus for ASPS and PSAS users. The two menus contain options and order types that are specific to each service. One service will not be able to view orders placed by the other service.

There are two basic types of orders that may be generated by **ROES** software options. They are **Patient Orders**, which are orders that are specific to an individual patient and will be recorded as part of the patient's history in the DDC database, and **Station Orders**, which allow a station to order or adjust the station's stock.

Patient Orders

Menus for ASPS and PSAS allow users to choose from the following order types that are specific to the needs of their service. Each of these orders will be recorded on the record of an individual patient.

ASPS Orders

Assistive Device Order
Assistive Device Registration
Battery Order
Cancel CHA Order
Custom Hearing Aid Order
Demographic Eligibility Update
Extra Components Order
Hearing Aid Accessories Order
Hearing Aid Registration
Loaner Issue
Missing Hearing Aid Report
Remove Authorized Aids
Request Authorized Aids
Stock Hearing Aid Order

PSAS Orders

Assistive Device Registration
Battery Order
Demographic/Eligibility Update
Prosthetic Item Order

Station Orders

Menus for ASPS and PSAS allow users to choose from the following order types which allow them to order commodities to stock at their station. These order types are specific to the needs of each service.

ASPS Orders

Assistive Device Stock Order

Battery Stock Order

Hearing Aid Accessory Stock Order

Loaner Recovery

Lost Hearing Aid Report

Stock Level Change

PSAS Orders

Battery Stock Order

Prosthetic Item Stock Order

Orientation

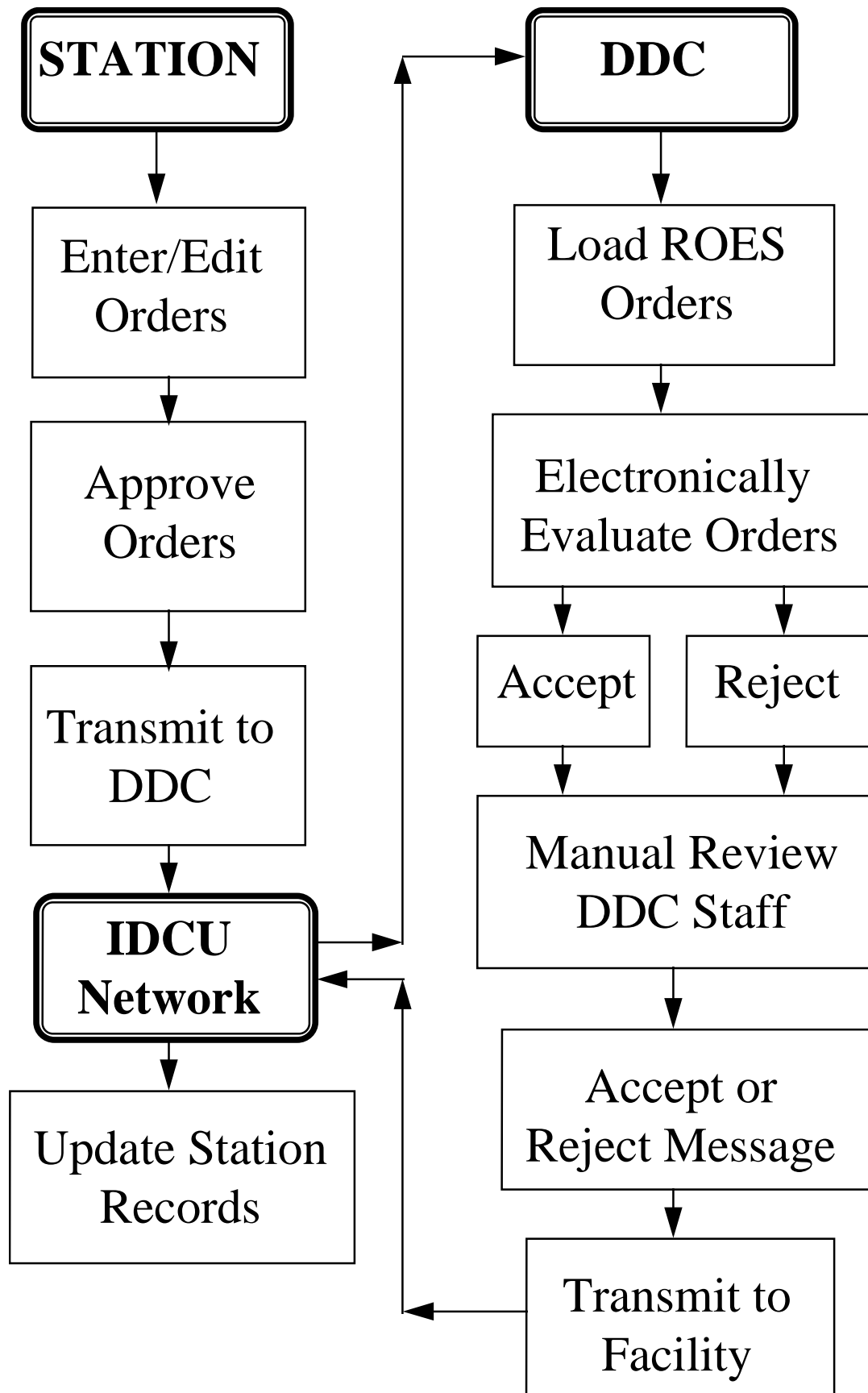
1. Users should read the section of this manual titled **Introduction** to acquire a basic understanding of the **ROES** system.
2. If a user is unfamiliar with DHCP software conventions, the manual titled **User's Guide to Computing** is available either from the local IRM Service or from the Regional Information Systems Center (ISC).
3. The **Glossary** (page 193) at the end of this manual provides a quick reference for terms and subjects.
4. An up-arrow ("^") entered at a prompt within an option will allow a user to exit to the last logical prompt. In most cases this will cause a user to exit the option entirely.
5. A question mark ("?") entered at a prompt within an option will give a user additional information about answering the prompt.
6. The term **<RETURN>** indicates that a user should press the return or enter key.

7. The names of software packages, manuals, sections of this manual, menus, options and suggested input are shown in bold type.

Functional Description

The **Remote Order/Entry System** allows a VA medical facility to enter orders and requests at the station level, transmit their orders to the DDC and receive notification locally of actions taken by the DDC on their requests.

The diagram on the next page shows the basic functional flow of **ROES**. A brief explanation of each step is given on the following pages.



Enter/Edit Orders

ROES orders will be entered through software that has been installed on the DHCP computer system at a local VA station. **ROES** has been developed to provide order capabilities for Audiology and Speech Pathology Services (ASPS) and for Prosthetic and Sensory Aids Services (PSAS).

There are two basic types of orders: **Patient Orders** which are orders for products or services for a specific patient and **Station Orders** which are orders affecting line items stocked by a VA Station.

Patient Orders may only be entered for patients who are eligible for the specific commodities or services being ordered. For ASPS orders, the eligibility of the patient is determined from information that exists in the local DHCP patient database. PSAS will have the ability to enter a patient's eligibility for their own orders and for ASPS orders for patients whose eligibility cannot be determined from the database.

In the case of a patient with multiple eligibilities, **ROES** electronically selects the criteria with the highest priority based on the following eligibility determinations (listed in priority order as determined above).

Service Connected for Condition (0% - 100%)

Service Connected 50 - 100%

Prisoner of War

Mexican Border War Veteran

World War I Veteran

Receiving Aid & Attendance

Receiving Housebound Benefits

Allied Veterans of Canada or Great Britain

When entering Patient Orders a user will see a display screen of the basic patient demographic data for a patient and a list of the eligibility determinations that have been extracted from the DHCP database.

Station Orders are orders affecting commodities requested by a local station. As with Patient Orders, each individual order type will have specific data fields that must be entered.

When an order is created, it initially has a status of INCOMPLETE (For a complete explanation of each status, see **Appendix A** - page 197). When a user has finished entering the specific data required for the order type, the order information will be electronically evaluated to determine that the required information was entered. When the software evaluation can determine that the required information has been entered, the order will receive a status of PENDING.

Orders with a status of INCOMPLETE or PENDING may be edited or deleted by any user who has access to the appropriate options.

NOTE: The DDC Remote Inquiry System (RIS) should be used to determine what the DDC currently has recorded in its database for a patient or station. Serial numbers and other data entered for ROES orders that must be matched with the existing DDC database MUST BE EXACT or the orders will be rejected. If additional information is needed about the RIS, contact the IRMD at the DDC, (303) 231-5010.

Approve Orders

Before orders can be transmitted to the DDC for processing, they must be approved. The approval capabilities of a user are determined by system parameters and controlled by the ADP Application Coordinator (ADPAC) for each service. Users with approval privileges may approve orders as they are completed. There is also an option available to review a list of orders in the PENDING status and either approve the orders for transmission or disapprove them. As orders are approved, they are placed in a transmission batch.

The approval/disapproval process updates the status of each order to APPROVED or DISAPPROVED, depending on the action taken. When an order is updated to the APPROVED status, it may no longer be edited. If the status is updated to DISAPPROVED, it may be edited or deleted.

Transmit to the DDC

The open transmission batch must be closed before the orders in the batch will be sent to the DDC. Version 2.0 provides an automated method for closing the batch. The method is controlled by a parameter. The act of closing the batch queues it for transmission at a time predetermined by system parameters (ASPS page 114 ,PSAS page 184). The status of each order in the batch is updated to QUEUED FOR TRANSMISSION. When an order is transmitted, it receives a TRANSMITTED status. Orders in either of these statuses cannot be edited.

The electronic transmission of the batch is accomplished by the use of the DHCP MailMan system and the IDCU network.

Load ROES Orders

The DDC has a DHCP computer system that receives the batches and temporarily stores them until they are processed. Processing begins at approximately 6:00 am Mountain Time each working day.

Electronically Evaluate Orders and Accept or Reject

An electronic evaluation is completed for each order, resulting in an acceptance status or an error status. Most orders in either status must undergo manual review before processing can be completed.

Manual Review by DDC Staff and Accept or Reject

Most orders are reviewed by a DDC staff member. Orders that are acceptable will be merged with the DDC database and will continue through the DDC's current processing procedures. Orders that are determined to be in error will be rejected to the station with an explanation of the error.

Transmit to Station

Each night the DDC sends updates to the stations for orders processed during that working day.

Update Station Records

DDC update messages are automatically loaded as they are received at each remote station. This process updates the status of each line item and records a message under the order explaining the reason(s) for the update. These updates can be reviewed through the display screens provided in **ROES**. Orders will be updated with a status of **ADJUSTMENT REJECTED**, **BACKORDERED**, **CANCELED**, **CERTIFICATION PENDING**, **COMPLETE**, **ERROR**, or **ISSUE DATE PENDING**.

Orders with the status of **ERROR** can be edited and re-transmitted to the DDC.

Custom Hearing Aid Orders that are updated to **CERTIFICATION PENDING** or **ISSUE DATE PENDING** may be adjusted if a change is made in the order before the hearing aid is manufactured. Issue date and serial number information or certification may be entered to complete the order information.

Orders with the status **ADJUSTMENT REJECTED**, **BACKORDERED**, **CANCELED** or **COMPLETE** cannot be edited.

The message is addressed to the server options **RMPFLOADMESSAGE (ASPS)** or **RMPFLOADMESSAGE (PSAS)** which are distributed with the system. The server processes the mail message and adds the status updates and DDC messages to the **STATION ORDER FILE**. The bulletin **RMPFMESSAGE (ASPS)** is sent to the mail group **RMPF ROES UPDATES(ASPS)** or the bulletin **RMPFMESSAGE (PSAS)** is sent to the mail group **RMPF ROES UPDATES(PSAS)**. These mail groups are created when **ROES** is initialized. The message lists the names of the patients whose files were updated by the message. The **RMPF ROES UPDATES** mail groups will also receive notification of any errors encountered by transmissions to the DDC.

ASPS and **PSAS** are responsible for providing names of users to receive these messages. **IRMS** will be responsible for adding the designated users to the **RMPF ROES UPDATES(ASPS)** and **RMPF ROES UPDATES(PSAS)** mail groups.

In **ROES** Version 2.0 a new option (a server), a new bulletin, and a new mail group are created, each being named **RMPF-FILE-UPDATE**. The server is triggered when a site receives a file update from the DDC via MailMan. Product information in the following files may be updated to reflect contract changes in merchandise handled by the DDC: ROES ELIGIBILITY FILE, REMOTE INVENTORY PRODUCT FILE, REMOTE PRODUCT GROUP FILE, HEARING AID COMPONENT FILE, and BATTERY FILE. The server sends a bulletin to the mail group. The only necessary action on the part of the station is to add the appropriate users into the mail group (whoever should be notified when file updates occur).

Package Management

Installation

The **ROES** software programs and files must first be loaded onto the local station's computer system by IRM Service. It is recommended that the package initially be installed in a test account. Once the system has been successfully tested, it may be installed in the production account. A **Technical Manual** and **Installation Guide** have been provided to give direction to IRM Service in the installation and technical maintenance of **ROES**.

The Chiefs of ASPS and PSAS or other responsible officials should be designated as the ADP Application Coordinators (ADPACs). Although most functions that require ADPAC access do not have to be performed on a regular basis, a site may wish to give more than one individual ADPAC authority for each service.

The ADPACs should provide the local IRM staff with a list of individuals requiring the **ROES** menus, the names of the ADPAC designees, the names of all individuals requiring supervisory access and the names of individuals to receive notification of DDC updates. IRM Service will be responsible for assigning **ROES** menus, security keys and mail group access to users.

Menu Assignments

ROES has one basic menu each, for ASPS and PSAS, to be assigned to all users within the service. Access to supervisory and ADPAC functions is controlled by security keys which are described under the **Security Keys** sub-section of this manual (page 17).

The **ROES** menus are titled **Remote Order/Entry System ASPS (RMPF O/E STATION ASPS MENU)** and **Remote Order/Entry System PSAS (RMPF O/E STATION PSAS MENU)**. These menus contains options used to display and enter or edit data in the local station database. The menus also contains one option for supervisory approval that is controlled by a security key and/or a system parameter.

The menus titled **RMPF ASPS STATION SUPER MENU** and **RMPF PSAS STATION SUPER MENU** are available for users who hold the **RMPF SUPERVISOR** Security Key. The **Supervisor's Menu** contains options that should only be assigned to supervisory personnel. These individuals may be determined and assigned supervisory access by IRM Service.

Several options on the **Supervisor's Menu** are controlled by a second security key that is assigned only to ADPACs. These options allow ADPACs to edit **ROES** user information, **ROES** files, parameters and to purge data from the local database.

Diagrams shown on page 21 for ASPS and on page 127 for PSAS list all options from the **Remote Order/Entry System Menu** and its sub-menus.

Security Keys

Two security keys are distributed with the **ROES** system. The keys are used to designate supervisory and ADPAC functions. Both keys must be assigned to ADPACs by IRM Service. Further supervisory designations may then be made by ADPACs through the **ROES** options.

Users must hold the **RMPF SUPERVISOR** security key to access the Supervisor' Menu. This key allows a user to access the following options on that menu:

Approve/Disapprove Orders (Option is not assigned a key but option is not functional unless the user holds this key or has Audiologist approval privileges.)

Remove Order from a Batch

Queue a Batch for Transmission

The **RMPF SYSTEM MANAGER** security key will allow a holder of the **RMPF SUPERVISOR** security key to access all regular user options, the above mentioned supervisor options and the following options:

ASPS OPTIONS

Change Order or Batch Status

Inactivate a Line Item

Purge Orders

**Remote Order/Entry Parameters
for ASPS**

Audiologist Approval Privileges

Product, Component & Battery Enter/Edit

PSAS OPTIONS

Change Order or Batch Status

Inactivate a Line Item

Purge Orders

Remote Order/Entry Parameters for

Enter/Edit Product File

Installation Checklist

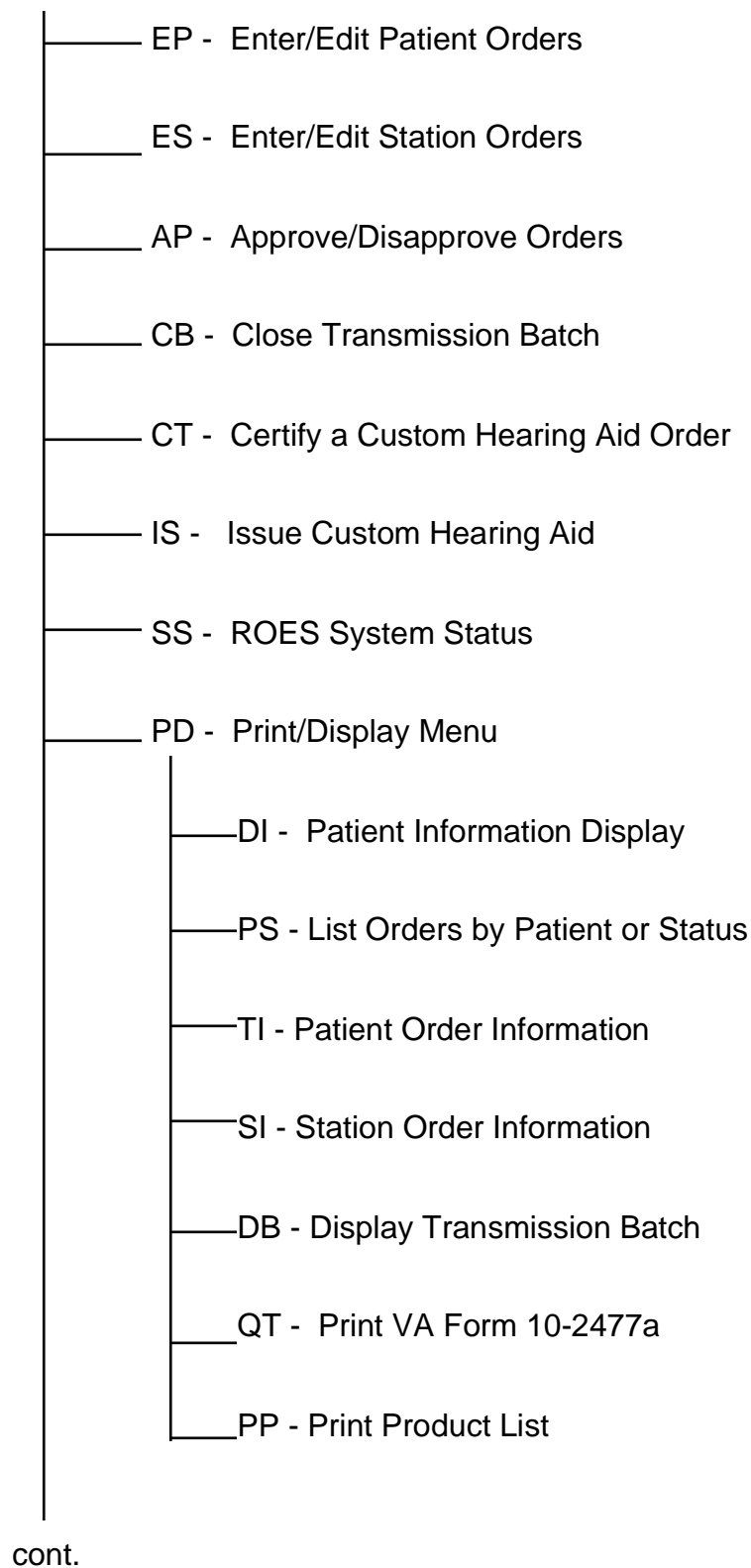
The following tasks must be accomplished to provide complete access to the Remote Order/Entry System. This sheet may be used as a check list for completing the installation procedures.

Task	Responsible Service	Completion Date
1. Load and Install Software	IRMS	_____
2. Assign the RMPF SUPERVISOR and RMPF SYSTEM MANAGER security keys	IRMS	
3. Assign Remote Order/Entry System ASPS Menu to all ASPS users	IRMS	
4. Assign Remote Order/Entry System PSAS menu to all PSAS users	IRMS	
5. Assign user names as members of the mail group RMPF ROES UPDATES (ASPS) . This list should include all ASPS users to be notified of the processing of ROES updates from the DDC.	ASPS ADPAC IRMS	
6. Assign user names as members of the mail group RMPF ROES UPDATES (PSAS) . This list should include all PSAS users to be notified of the processing of ROES updates from the DDC.	PSAS ADPAC IRMS	
7. Assign user names as members of the mail group RMPF-FILE-UPDATE . This list should include all users to be notified of the updates to the REMOTE INVENTORY PRODUCT file.	IRMS	
8. Enter ASPS ROES Parameters	ASPS ADPAC	_____
9. Enter PSAS ROES Parameters	PSAS ADPAC	_____
10. Enter Audiologist Privileges	ASPS ADPAC	_____

Package Operation ASPS

The options in **ROES** have been designed for easy use by VA facilities. Detailed explanations of each option are given on the following pages. Further explanations of system functions are described in the **Functional Description** section (page 7) of this manual.

ASPS Remote Order/Entry System Menu Diagram



SU - Supervisor's Menu

Locked: RMPF SUPERVISOR

- RT - Remove Order from a Batch
- QB - Queue a Batch for Transmission
- CH - Change Order of Batch Status
Locked: RMPF SYSTEM MANAGER
- IN - Inactivate a Line Item
Locked: RMPF SYSTEM MANAGER
- PT - Purge Orders
Locked: RMPF SYSTEM MANAGER
- OP - Remote Order/Entry Parameters
Locked: RMPF SYSTEM MANAGER
- AS - Audiologist Approval Privileges
Locked: RMPF SYSTEM MANAGER
- EE - Product, Component & Battery enter/edit
Locked: RMPF SYSTEM MANAGER

Enter/Edit Patient Orders (EP)

With this option the user will enter all orders that relate to a specific patient. The majority of orders will be entered through this option.

A user will begin by selecting a patient. The REMOTE ORDER/ENTRY PATIENT INFORMATION Screen will be displayed for that patient as seen on page 25. The user may enter <RETURN> to continue to the edit functions or <^> to exit.

A list of existing orders for the patient will be displayed in a list as seen in the example on page 25. One of the existing orders may be selected by **Number**, an <A> may be entered to ADD a new order or the user may enter <RETURN> to exit to the "Select PATIENT NAME: " prompt.

When an EXISTING ORDER is selected, a detailed display of information related to that order will be shown, as on page 26. On the bottom of the order screen is a command line offering possible options that may be taken on the order.

To ADD an order, the user will be asked for the type of order to enter. Only patient type orders may be chosen. The user will be prompted for the information to be entered for the order type selected. Screens for each order type will contain data specific to that order.

If a patient's eligibility cannot be determined from the database, the ASPS user will be prompted to request an eligibility determination from PSAS. If the request is not made, the order will be deleted and the user will be returned to the Select Patient prompt. If the request is made and PSAS denies the eligibility of the patient, a message will be displayed asking that the order be deleted. If the request has been made, but not acted on by PSAS, a message will be displayed in the order stating that the order is PENDING DETERMINATION OF ELIGIBILITY. The order cannot be approved until a valid eligibility determination has been made.

NOTE: When prompted for a serial number, DO NOT enter NONE, NA, etc. Only enter VALID serial numbers.

Once all order type-specific data has been entered, users will see the PATIENT ADDRESS SCREEN (page 49). If the address shown is incorrect, the user may enter a new address to be used for the order.

Certain data elements are required for each order type before the order can be transmitted. The screen will display a warning message if any required data is missing or if any of the data fields conflict in meaning. This warning is "Missing Required Information:", followed by the missing field name(s). This message will not be seen if the information is complete. The status of the order will remain INCOMPLETE until all required data has been entered. It will then change to PENDING.

If a **ROES** address has been entered for the patient, users will see a flag below the order information displayed as follows:

*** **ROES** Address ***

If an order achieves a status of PENDING, and the user who is entering the order has approval privileges, the user will see the following prompt when exiting the REMOTE ORDER/ENTRY ORDER Screen.

APPROVE this order? YES//

If <**Y**>es or <**RETURN**> is entered, the order status will be updated to APPROVED and the order will be placed in the open batch. If <**N**>o is entered, the status of the order will remain PENDING.

An example of initial terminal interaction is shown below. Each order type is described in detail. Specific fields to be entered and fields required for completion are listed.

ENTER/EDIT PATIENT ORDERS

Select Patient: **VETERAN,JOHN Q**

ASPS Patient Information

REMOTE ORDER/ENTRY PATIENT INFORMATION

Station: 791 - DENVER (DDC)

FEB 01, 1994

Name: VETERAN,JOHN Q

SSN: 123-45-6789

DOB: FEB 22, 1922

Claim #: 12-34-567

Address: SUITE 0

Start Date: Jan 10, 1993

STREET ONE

End Date: Jan 10, 1995

DENVER, CO 80220

Phone:

** DHCP PATIENT FILE DETERMINATION OF ELIGIBILITY FOR ROES ORDERS **

Veteran Eligibilities: SC FOR IMPAIRED HEARING

VERIFIED

AID & ATTENDANCE

OCT 04, 1993

Patient is: ELIGIBLE

Priority Reason for Eligibility: SC FOR IMPAIRED HEARING

Enter <RETURN> to continue or <^> to exit:

ASPS Patient Orders

REMOTE ORDER/ENTRY PATIENT ORDERS

Station: 791 - DENVER (DDC)

FEB 01, 1994

Patient: VETERAN,JOHN Q

SSN: 123-45-6789

DOB: FEB 22, 1922

Status		Order					
#	<u>Date</u>	<u>Status</u>	<u>Type</u>	<u>Ordered By</u>	<u>Date</u>	<u>MSG</u>	<u>Item(s)</u>
1.	01-20-94	TRANS	CUSTOM	ADAMS,MARY	01-17-94		CE 8

Total Orders: 1

Select a Number to edit, <A>dd or <RETURN> to exit: 1

ASPS Patient Order Information screen example

REMOTE ORDER/ENTRY ORDER INFORMATION							
Station: 791 - DENVER (DDC)				FEB 01, 1994			
Patient: VETERAN,JOHN Q		SSN: 123-45-6789		DOB: FEB 22, 1922			
Order Date/Time: JAN 17, 1994@09:16				[1] Req. Care On: NOV 12,1993			
Order Type: CUSTOM H.A. ORDER				[2] Aud. Asmt.: DEC 28, 1993			
Status: TRANSMITTED				[3] Ordered By: ADAMS,MARY			
Entered By: WHORTON,KIMBERLY				[4] Order Date: JAN 17, 1994			
Eligibility: SC FOR IMPAIRED HEARING				[5] Auth. Usage: MONAURAL			
Approved By: WHORTON,KIMBERLY				[6] Fitting: MONAURAL			
Approval Date: JAN 19, 1994				[7] Dis. Code: DEAF/U			
				[8] Deliv. Cat.: ROUTINE			
[9]	<u>Make</u>	<u>Model</u>	<u>Component(s)</u>	<u>Bat</u>	<u>Iss. Dt.</u>	<u>E</u>	<u>Replace SN</u>
1	STARKEY	CE 8	LDC			L	
Total Price: \$190.72							
[10] Remarks:							
Enter <H>istory, E<X>tended, or <RETURN> to exit:							

Depending on the order type and status of the selected order, the following options may be available to the user:

a. Once a Custom Hearing Aid order has been processed by the DDC, any changes to that order must be made through the **<A>djust** option on the command line. Custom Hearing Aid orders can be adjusted for 60 days after being issued.

b. If a list of authorized hearing aids has been sent to the station by a DDC **ROES** update, **ROES** will allow the user to select **A<U>thorized** Aids from the command line. This allows the user to view the list of authorized aids for the patient.

c. If a Custom Hearing Aid order or Extra Component order has been processed by the DDC, it may be **<C>anceled**. See page 33 for instructions. Orders for Batteries and Hearing Aid Accessories may be canceled if they are in the status BACKORDERED.

d. If this order is incomplete or pending, the user will have the option to **<D>elete** the order.

e. If this order is INCOMPLETE, PENDING, or if the status of the order is ERROR, DISAPPROVED, or BACKORDERED, the user will have the option to **<E>dit** the order.

f. For Custom Hearing Aid orders and Extra Component orders, a detailed listing of all transactions on an order is displayed if the **<H>istory** option is chosen. An example screen follows:

ASPS Order History Detail Screen

ORDER HISTORY						
Station: 791 - DENVER (DDC)				FEB 1, 1994		
Patient: VETERAN,JOHN Q		SSN: 123-45-6789		DOB: FEB 1922		
<u>Date</u>	<u>Type of Entry</u>	<u>Model</u>	<u>Component(s)</u>	<u>Price</u>	<u>Ear</u>	<u>Entered By</u>
01-17-95	ORDER	CE 9		162.12	L	WHORTON
01-20-95	ADDED		AGC	15.03		WHORTON
				<hr/>		
				Total Price:	\$177.15	
Type <RETURN> to continue, <P>rint or <^> to exit:						

The Order History Detail Screen is available for Custom Hearing Aid orders and Extra Component orders only. It shows any adjustments that have been made to the order including model changes and addition or deletion of components. The changes in price are indicated by each action.

The user may simply view the information, or print a hard copy. Following the history display, the user will continue with the prompts for adding orders (page 28).

g. If a Custom Hearing Aid order has a status of ISSUE DATE PENDING, the option to **<I>ssue** will be available. See instructions beginning on page 70.

- h. A user may view messages sent by the DDC by selecting **<M>essages** from the command line.
- i. If a Custom Hearing Aid order has a status of CERTIFICATION PENDING, the option to **Ce<R>tify** will be available. See page 65 for instructions.
- j. Other information about an order can be viewed if the **E<X>tended** option is chosen.

ASPS Extended Information Screen

DDC ORDER EXTENDED INFORMATION		
Patient: VETERAN,JOHN Q	SSN: 123-45-6789	DOB: FEB 1922
<div style="margin-top: 10px;"> <p>Eligibility Entered By: JONES,JOHN</p> <p>Eligibility Entered on: JAN 01, 1994</p> <p>PSAS Comment: RECORDS UPDATED</p> <p>ASPS Proposed Elig: NSC - POST HOSPITAL CARE</p> <p>Elig Proposed By: SMITH,JANE</p> <p>Request to PSAS On: DEC 21, 1993@12:45</p> </div>		
<p>Type <RETURN> to continue, <L>ine Item View or <P>rint:</p>		

NOTE: EMPTY FIELDS WILL NOT BE DISPLAYED

The user may simply view the information, or **<P>rint** a hard copy.

Following the extended display, the user continues with the prompts for adding orders.

ADDING AN ORDER

Do you wish to add an order? NO// **YES**

A **<N>o** response exits the user to the menu.

Select Type of Order:

Choose From:

Assistive Device Order
Assistive Device Registration
Battery Order
Cancel CHA Order
Custom Hearing Aid Order
Demographic/Eligibility Update
Extra Components Order
Hearing Aid Accessory Order
Hearing Aid Registration
Loaner Issue
Missing Hearing Aid Report
Remove Authorized Aid
Request Authorized Aids
Stock Hearing Aid Order

Select Type Of Order:

**Discussion of prompts for PATIENT ADDRESS INFORMATION
(page 48) will follow Specific Order Type discussion**

Assistive Device Order

This order type may be used to order assistive devices (including assistive listening devices) for an eligible patient. A user may select from a list of devices available from the DDC. The PRINT PRODUCT LIST (PP) option may be used to list possible selections.

The user will be prompted for the battery type and any components needed for the item being ordered. These fields are optional since some assistive devices do not require any batteries or components.

The assistive devices will be shipped to the address that accompanies the **ROES** order.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PEND(ING) status.

If the device is backordered when the **ROES** order is received at the DDC, the DDC will return an update placing the order in the status BACKORDERED. The order may be canceled or it will be filled when the product is replenished at the DDC

Select Type of Order: **ASSISTIVE DEVICE ORDER**

Fields:

- Ordered By
- Order Date
- Disability Code
- Delivery Category
- Remarks
- Item(s)

For Each Line Item:

- Quantity
- Battery Type Furnished
- Component

Assistive Device Registration

The ASSISTIVE DEVICE REGISTRATION order is used to register assistive devices that have been purchased by the clinic, or that have been acquired by the patient from some other source (e.g., personal purchase, military purchase, etc.). The registration of these devices in the DDC database establishes authorization for the DDC to provide services and supplies for the item.

The system assumes that the items being registered by this order are "NON-CONTRACT" items. A free text make and model will need to be entered. Careful entry of this information will make it easier for the DDC to identify the device.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered.

Select Type of Order: **ASSISTIVE DEVICE REGISTRATION**

Fields:

- Requested By
- Request Date
- Disability Code
- Remarks
- Item

For Each Line Item:_____

- Line Item Make
- Line Item Model
- Item Serial # (only valid serial numbers - not NA, NONE, etc.)
- Acquisition Date
- Battery Type Furnished
- Purchased By
- Serial Number of Replaced Item

Battery Order

This order type may be used to order batteries for an authorized hearing device belonging to an eligible patient. A user may select from a list of batteries available from the DDC. The user will also be prompted for the product group of the item for which the batteries are being ordered. Entry of a product group is important so that the battery usage can be tracked properly.

The batteries will be shipped to the address that accompanies the **ROES** order.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PEND(ING) status.

If the type of battery ordered is backordered when the **ROES** order is received, the DDC will return an update placing the order in the status BACKORDERED. The order may be canceled or it will be filled when the product is replenished at the DDC

Select Type of Order: **BATTERY ORDER**

Fields:

- Ordered By
- Order Date
- Disability Code
- Delivery Category
- Remarks
- Item

For Each Line Item:

Quantity

- Product Group Requested for

Cancel CHA Order

This order is to be used for canceling all or portions of a Custom Hearing Aid order that has already been placed with the DDC. If the original order for the hearing aid is still in the status ISSUE DATE PENDING, the order should be canceled from the command line of the original order.

Information must include the original purchase order number, the contractor's invoice number, and (if the hearing aid has been manufactured) the date returned to the contractor. In addition, a free text reason must be entered explaining why the order is being canceled.

USE THE REMOTE INQUIRY SYSTEM (RIS) TO MAKE SURE THE INFORMATION IS ACCURATE

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PENDING status.

Select Type of Order: **CANCEL CHA ORDER**

Fields

- Ordered By
- Order Date
- Purchase Order Number
 - Invoice Number
 - Remarks
- Item

For Each Line Item:

Serial Number (only valid serial numbers - not NA, none, etc.)

- Left or Right
 - Date Returned to Contractor
 - Cancellation Reason

Custom Hearing Aid Order

This order type may be used to order up to four custom hearing aids for an eligible patient. A user may select from a list of custom hearing aids that are currently under contract to the VA. Extra components are available for most custom aids and are specific to a model.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PENDING status.

*****NOTE*** The user will be prompted for the "Reason for Delay" if the issue date is more than 40 working days after the date the patient requested care. Users may choose from a list of reasons. If "OTHER" is chosen, the user must enter a free text reason.**

Select Type of Order: **CUSTOM HEARING AID ORDER**

Data Fields:

- Date Patient Requested Care
- Audiological Assessment Date
- Ordered By
- Order Date
- Authorized Usage
- Type of Hearing Aid Fitting
- Disability Code
- Remarks
- Item (May be multiple - # depends on information above)

For Each Line Item:

Component (May be multiple under each item)

- Left or Right
- Reason for Delay (only if there are more than 40 working days between the date the patient requested care and the issue date)

If the hearing aid fitting is binaural, a user will be able to duplicate the first model entered for the second ear if the same model is required for both ears. This will eliminate re-entry of the model and component information.

When Custom Hearing Aid orders are processed at the DDC, the status of the order at the station is updated to **CERTIFICATION PENDING** and the order type is changed to **CUSTOM HEARING AID ISSUE**. Three additional actions will appear on the command line under the **ROES ORDER INFORMATION** Screen.

1. The **<A>DJUST** action is used to change an order after it has been placed by the DDC. Orders can be adjusted for 60 days after the aid(s) are issued. Any changes to an order should be entered through this action so that a correct VA Form 10-2477a can be printed for the patient's signature. This also provides the DDC with the authorization to change the purchase order (replaces VA Form 10-2474). Instructions for this action are on page 67.

2. The **<C>ERTIFY** action is used to notify the DDC that the hearing aid has been received from the vendor, that the order screen matches the aid as received, and that the aid is functioning properly. If the hearing aid does not match the invoice, an adjustment must be made to the order prior to certification or the certified order will be rejected. If the order is certified a second time and still does not match the invoice, it will be assumed that the order is correct and will be paid as submitted. Instructions for this action are on page 65. The certification of a line item changes the status of the line item to **ISSUE DATE PENDING**.

IT IS CRITICAL THAT CERTIFICATION INFORMATION BE ENTERED ACCURATELY.

NOTE: This action will eventually take the place of manual certification of invoices and the original invoices will be delivered directly to the DDC by the vendor. Clinics should continue to manually certify invoices as well as using the Certification action through **ROES** until otherwise notified.

3. The **<I>SSUE** action will allow a user to complete the Custom Hearing Aid order and update the database at the DDC. See page 71 for an explanation of **ISSUE** action.

These actions should typically be used in the following order for orders in the status of ISSUE DATE PENDING:

- a. ADJUST (if necessary)
- b. CERTIFY (when aid(s) received by clinic)
- c. ISSUE (when patient receives aid(s))

***** WARNING *****

The original purchase order, if not purged, may be adjusted or canceled for 60 days after the hearing aids are issued. If adjusted, orders must be re-certified. Re-certification can occur only one time. The DDC will pay the vendor the adjusted amount indicated at the time of re-certification.

Demographic/Eligibility Update

The main function of this option is to allow the user to update the patient's demographic and/or disability and eligibility information in the DDC database. A **ROES** address may be entered if the DHCP address is incorrect. Address changes may be applied to either the permanent or temporary address.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "•" must be entered before the order can receive a PENDING status.

Select Type of Order: **Demographic/Eligibility Update**

Fields:

- Requested By
- Request Date
- Disability Code

Extra Components Order

This order type is used when ordering extra components for a Custom Hearing Aid that has been previously ordered from the DDC. (If the original order for the hearing aid can still be adjusted, the adjustment action should be used through that order. See page 67.)

The purchase order number and serial number of the hearing aid must be exact (i.e. Purchase Order Numbers must contain 1 alpha, 5 numbers, 1 "-" and 4 numbers, e.g. G12345-0001). The order will be rejected if either the purchase order number or the serial number cannot be matched at the DDC.

The DDC will return an update with a status of CERTIFICATION PENDING. The order must be certified when the extra component is received or a delinquency will occur in payment to the vendor.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PENDING status.

Select Type of Order: **EXTRA COMPONENTS ORDER**

Fields:

- Ordered By
- Order Date
- Purchase Order Number
- Remarks
- Item(s)

For Each Line Item:

- Serial Number (only valid serial numbers - not NA, none, etc.)
- Left or Right
- Component (at least one per item)

Hearing Aid Accessory Order

This order type is used when ordering accessories for hearing aids. The PRINT PRODUCT LIST (PP) option, as explained on page 101, may be used to list possible selections.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PENDING or BACKORDER status.

If the type of hearing aid accessory ordered is backordered when the **ROES** order is received, the DDC will return an update placing the order in the status BACKORDERED. The order may be canceled or it will be filled when the product is replenished at the DDC

Select Type of Order: **HEARING AID ACCESSORIES ORDER**

Fields:

- Ordered By
- Order Date
- Disability Code
- Delivery Category
- Remarks
- Item(s)

For Each Line Item:

- Quantity

Hearing Aid Registration

The Hearing Aid Registrations order is used to register hearing aids that have been purchased by the clinic or that have been acquired by the patient from some other source (e.g., personal purchase, military purchase, etc.). The registration of these hearing aids in the DDC database establishes authorization for the DDC to provide services and supplies.

THIS OPTION SHOULD NOT BE USED FOR ANY ACTION RELATING TO A STOCK OR CUSTOM HEARING AID ORDER

If the model of the hearing aid is not in the Remote Inventory Product File sent with **ROES**, a user should enter **NON-CONTRACT** at the "SELECT ITEM: " prompt. When **NON-CONTRACT** is entered, the user will be prompted for a free text make and model.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "•" must be entered before the order can receive a PENDING status.

Select Type of Order: **HEARING AID REGISTRATION**

Fields:

- Ordered By
- Order Date
- Authorized Usage
- Disability Code
- Remarks
- Item

For Each Line Item

- Item Serial # (only valid serial numbers - not NA, NONE, etc.)
- Acquisition Date
- Battery Type Furnished
- Left or Right
- Purchased By

Serial Number of Replaced Item(s) - (only valid serial numbers when applicable) (May be multiple under each item)

Additional Requirements

- If a user chooses a NON-CONTRACT item, the Free Text Make and Model must be entered.

Loaner Issue

This order type is used to notify the DDC of the issuance of a loaner hearing aid to a patient. The serial number, ear designation and type of issue must be included.

Aids that are designated as PERMANENT ISSUE are authorized for batteries, hearing aid repairs and other related services as requested directly from patients or clinics. Only clinics may authorize TEMPORARY ISSUE LOANER hearing aid repairs, although patients may order batteries for the aid(s).

If the model of the hearing aid is not in the Remote Inventory Product File, a user should enter "NON-CONTRACT" at the "SELECT ITEM: " prompt. When "NON-CONTRACT" is entered, the user will be prompted for a FREE TEXT MAKE and FREE TEXT MODEL. Enter the MAKE and MODEL of the new item at these prompts.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PENDING status.

Select Type of Order: **LOANER ISSUE**

Fields:

- Ordered/Requested By
- Order/Request Date
- Disability Code
- Remarks
- Item

For Each Line Item:

- Item Serial # (only valid serial numbers - not NA, NONE, etc.)
Left or Right
- Type of Issue
- Issue Date
- Battery Type Furnished

Missing Hearing Aid Report

This order is used to report a missing hearing aid for a patient. The serial number of the aid and a free text explanation of the type of loss must be included in the order. Only use valid serial numbers - not NA, none, etc.

Upon receipt of this order type, the DDC will flag the hearing aid as missing or lost if it is currently listed as belonging to the patient. If the DDC does not have a record of the aid belonging to the patient, the order will be rejected with the reason for rejection stated.

If the model of the hearing aid is not in the Remote Inventory Product File sent with **ROES**, a user should enter “**NON-CONTRACT**” at the "SELECT ITEM: " prompt. When “**NON-CONTRACT**” is entered, the user will be prompted for a free text make and model.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "•" must be entered before the order can receive a PENDING status.

Select Type of Order: **MISSING HEARING AID REPORT**

Fields:

- Reported By
- Report Date
- Remarks
- Item

For Each Line Item:

- Item Serial Number (only valid serial numbers - not NA, NONE, etc.)
- Type of Loss

Remove Authorized Aids

This option allows the user to request the removal of hearing aids from a patient's list of authorized aids. These aids will retain their association with the patient, but supplies and services for the aids will not be authorized.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "•" must be entered before the order can receive a PENDING status.

Select Type of Order: **REMOVE AUTHORIZED AIDS**

Fields:

- Requested By
- Request Date
- Serial Number(s) of Replaced Item (may be multiple - only valid serial numbers)

Request Authorized Aids

This option allows the user to request a listing of hearing aids that are authorized for a selected patient.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "•" must be entered before the order can receive a PENDING status.

Select Type of Order: **REQUEST AUTHORIZED AIDS**

Fields:

- Requested By
- Request Date

Stock Hearing Aid Order

This order type may be used to report the issuance of up to four stock hearing aids to an eligible patient. Only hearing aids that are currently in clinic stock should be entered through this option. Orders for aids with serial numbers not in clinic stock will be rejected back to the station with the status ERROR.

A user should indicate whether or not the aid(s) should be replaced to clinic stock. If the appropriate prompt is not answered with a "YES", the DDC will assume that the ordering clinic intends to reduce their stock of the model(s) ordered by the number of aids in the order.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PENDING status.

*****NOTE***** The user will be prompted for the "Reason for Delay" if the issue date is more than 40 working days after the date the patient requested care. Users may choose from a list of reasons. If "OTHER" is chosen, the user must enter a free text reason.

Select Type of Order: **STOCK HEARING AID ORDER**

Fields:

- Requested Care On
- Audiological Assessment
- Ordered By
- Order Date
- Authorized Usage
- Type of Hearing Aid Fitting
- Disability Code
- Item to be replaced by DDC?
- Remarks
- Item (May be multiple - # depends on prior information)

For Each Line Item:

- Item Serial # (only valid serial numbers - not NA, NONE, etc.)

- Issue Date
- Battery Type Furnished
- Left or Right
Serial Number of Replaced Item(s) (only valid serial numbers)
(May be multiple under each item)
- Reason for Delay (only if there are more than 40 working days between the date the patient requested care and the issue date.)

Additional Requirements_____

- If the Hearing Aid Fitting is Binaural, two items must be entered before the order is completed.
- If the Authorized Usage is Monaural, up to two items may be ordered and the fitting must be monaural.

Following the ORDER INFORMATION screens, the PATIENT ADDRESS INFORMATION screen is presented if the patient's address is important for the order type.

PATIENT ADDRESS SCREEN

If an order type requires an address for the patient, users will be allowed to view the patient's address information after entering the order type-specific data.

This screen (page 49) displays the patient's address from the DHCP Patient File on the left and the "**ROES** address" on the right. The "**ROES** address" will be blank unless a new address has been entered for the patient from the command line at the bottom of the PATIENT ADDRESS Screen.

A new address should be entered if the patient indicates that the address in the Patient File is not a current address. **ROES** will use the "**ROES** address", if it exists, as the address sent to the DDC with the order. The DDC will update its database with that address. Orders for patients will be shipped to the **ROES** address entered or, if none, to the address contained in the patient file.

Users will be able to enter up to three address lines, the city, state and zip code. If the address is a temporary address, the begin and end date should be entered. When editing order information, users will only see the prompt for this screen when they edit all fields of the order. Selecting one field by number to edit will not bring up this prompt.

NOTE: If the address in the DHCP Patient File is not a current address, the patient should be sent to MAS to update the Patient File records with the new address.

ASPS Patient Address Screen

PATIENT ADDRESS INFORMATION	
Station: 791 - DENVER (DDC)	OCT 29, 1991
Patient: VETERAN,JOHN Q	SSN: 123-45-6789 DOB: JAN 1, 1932
<u>DHCP PATIENT FILE</u> Addr [1]: SUITE 0 Addr [2]: STREET 1 Addr [3]: City: DENVER State: COLORADO Zip: 80220 <u>*** PERMANENT ADDRESS ***</u>	<u>ROES PATIENT ADDRESS</u> Addr [1]: TSUITE 0 Addr [2]: TSTREET 1 Addr [3]: City: DENVER State: COLORADO Zip: 80220 Begin: SEP 29, 1991 End: JAN 31, 1992 <u>*** TEMPORARY ADDRESS ***</u>

Do you wish to edit the **ROES** address for this patient? NO// **YES**

ADDRESS LINE 1: TSUITE 0// <RETURN>

ADDRESS LINE 2: TSTREET 1// <RETURN>

ADDRESS LINE 3: <RETURN>

CITY: DENVER// <RETURN>

STATE: COLORADO// <RETURN>

ZIP CODE: 80220// <RETURN>

Is this a <T>emporary or <P>ermanent Address? P// **TEMPORARY**

ADDRESS BEGIN DATE: **SEP 29, 1991**

ADDRESS END DATE: **JAN 31, 1992**

Enter/Edit Station Orders (ES)

Station Orders are **ROES** orders that are related to items controlled by the clinic, items that have not been issued to a patient. Each type of Station Order will be described in the following pages with the specific information related to that order type.

When all of the required fields have been entered, the order will have a status of PENDING. Upon approval by a designated official, the order will be available for transmission to the DDC.

The Enter/Edit method for all Station Orders is basically the same. When entering a new order, a user will be asked for each of the data fields related to that order type. When all fields have been asked, any item information entered will be displayed. Data for each item entered may be edited or deleted at this point or a new item may be entered.

NOTE: When prompted for a serial number, DO NOT enter NONE, NA, etc. Only enter VALID serial numbers.

When editing of the item information is complete, a user should enter a **<RETURN>** to display all order information. Included in the display will be the station number, current date, and all order specific information, including the status of the order, which has been determined by the responses to the Enter/Edit prompts for the order type.

At this point a user may edit or delete the entire order or may enter **<RETURN>** to exit to the REMOTE ORDER/ENTRY ORDER LIST screen.

If a user selects an existing order, the ROES STATION ORDER INFORMATION screen will be displayed. If the order has a status of INCOMPLETE or PENDING, the user may proceed as described for a new order by choosing **<E>** for edit, or may delete the entire order by choosing **<D>** for delete. Entering a **<RETURN>** will exit the screen.

An example of the first order/entry screen is shown, followed by descriptions of each order type.

ENTER/EDIT STATION ORDERS

ASPS Order/Entry Station Orders

REMOTE ORDER/ENTRY ORDERS						
Station: 791 - DENVER (DDC)					FEB 08, 1994	
<hr/>						
Status			Order			
<u>#</u>	<u>Date</u>	<u>Status</u>	<u>Type</u>	<u>Ord/Iss By</u>	<u>Date</u>	<u>MSG</u>
1.	01-21-94	TRANS	BATTERY STOCK ORDER	JONES,JANE	01-21-94	
2.	01-21-94	PEND	STOCK LEVEL CHANGE	JONES,JANE	01-21-94	
3.	01-21-94	PEND	LOST HEARING AID REPORT	JONES,JANE	01-21-94	
4.	01-21-94	PEND	LOANER RECOVERY	JONES,JANE	01-21-94	
5.	01-21-94	PEND	HEARING AID ACCESSORY	JONES,JANE	01-21-94	
Total Orders: 5						
Select a Number to edit, <A>dd or <RETURN> to exit:						

Edit An Order

To edit an order, enter the NUMBER to the left of the order. At this point a screen of the order information is displayed.

ASPS Edit Station Order Information

REMOTE ORDER/ENTRY STATION ORDER INFORMATION			
Station: 791 - DENVER (DDC)		FEB 08, 1994	
<hr/>			
Order Date/Time: JAN 21, 1994@10:52		[1] Ordered By: JONES,JANE	
Order Type: BATTERY STOCK ORDER		[2] Order Date: JAN 21, 1994	
Status: TRANSMITTED		[3] Deliv. Cat.: ROUTINE	
Entered By: WHORTON,KIMBERLY			
Approved By: WHORTON,KIMBERLY			
Approval Date: JAN 21, 1994			
[4]	<u>Battery Type</u>	<u>Quantity</u>	<u>Status</u>
1	M312	12	ORD-TR
2	ZA13	60	ORD-TR
3	ZA675	42	B/O
4	M312	24	ORD-TR
Total Price: \$25.37			
[5] Remarks: Relevant remarks here			
Enter or <RETURN> to continue:			

Add An Order

Enter an "A" to add an order from the enter/edit screen. The following prompts will then be displayed:

Select Type of Order:

CHOOSE FROM:

- Assistive Device Stock Order
- Battery Stock Order
- Hearing Aid Accessory Stock Order
- Loaner Recovery
- Lost Hearing Aid Report
- Stock Level Change

Assistive Device Stock Order

This option is provided as a way for the station to order assistive devices for local station stock. The only devices that may be ordered are those handled by the DDC.

Users will be prompted for quantity and components for each type of device entered. If more than one device is ordered and components are entered, the components will be shipped with each device. To order the same device with a different component selection, the line item should be entered again with separate information.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PEND(ING) status.

If the assistive device is backordered when the **ROES** order is received, the DDC will return an update placing the order in the status **BACKORDERED**. The order may be canceled or it will be filled when the product is replenished at the DDC

Select Type of Order: **ASSISTIVE DEVICE STOCK ORDER**

Fields:

- Ordered By
- Order Date
- Delivery Category
- Remarks
- Item

For Each Line Item:

- Quantity
- Components

Battery Stock Order

This option is provided as a way for the station to order batteries for local station stock.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PENDING status.

If the type of battery ordered is backordered when the **ROES** order is received, the DDC will return an update placing the order in the status **BACKORDERED**. The order may be canceled or it will be filled when the product is replenished at the DDC

Select Type of Order: **BATTERY STOCK ORDER**

Fields:

- Ordered By
- Order Date
- Delivery Category
- Remarks
- Item

For Each Line Item:

- Quantity

Hearing Aid Accessory Stock Order

This option is provided as a way for the station to order hearing aid accessories for local station stock.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PENDING status.

If the type of battery ordered is backordered when the ROES order is received, the DDC will return an update placing the order in the status BACKORDERED. The order may be canceled or it will be filled when the product is replenished at the DDC

Select Type of Order: **HEARING AID ACCESSORY STOCK**

Fields:

- Ordered By
- Order Date
- Delivery Category
- Remarks
- Item

For Each Line Item:

- Quantity

Loaner Recovery

This order type is to be used for the recovery of hearing aids into a clinic's loaner stock.

If the hearing aid is recovered from a patient, a user may enter the patient's name in free text form. The item serial number and recovery date are required.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PENDING status.

Select Type of Order: **LOANER RECOVERY**

Fields:

- Requested By
- Request Date
- Patient
- Remarks
- Item

For Each Line Item:

- Item Serial # (only valid serial numbers - not NA, none, etc.)
- Recovery Date
- Left or Right

Lost Hearing Aid Report

This order type should be used to report hearing aids that have been lost from clinic stock (i.e., not on the shelf or issued to a patient). Aids reported may be stock or custom aids (contract or non-contract). The serial number of the aid must be included with a free text explanation of the type of loss. Enter only valid serial numbers - not NA, none, etc.

The clinic must also submit a completed Report of Survey (VA Form 90-1217) to the DDC (905C) through the regular mail system. The Lost Aid Report will not be processed at the DDC until this form is received. Users will see this message on the display screen:

NOTE:

***** AN APPROVED REPORT OF SURVEY (VA Form 90-1217) MUST BE FORWARDED TO: DDC (905C) *****

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PENDING status.

Select Type of Order: **LOST HEARING AID REPORT**

Fields:

- Reported By
- Report Date
- Remarks
- Item

For Each Line Item:

- Item Serial # (only valid serial numbers - not NA, none, etc.)
- Type of Loss

Stock Level Change

This order type is used to request temporary and permanent increases to clinic stock. Increases may be requested for multiple line items. Items are limited to stock hearing aids with Version 2.0. A quantity of one to ten may be entered for each item.

Each increase must be designated as a temporary increase or a permanent increase. Orders received for a line item will not initiate stock replacement until a temporary increase has been depleted from the clinic's stock.

Permanent increases that exceed the Authorized Stock level for a clinic will not be affected until approved by a VANHAP Coordinator. Requests for permanent increases will be referred to the VANHAP Coordinators for concurrence.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PENDING status.

Select Type of Order: **STOCK LEVEL CHANGE**

Fields:

- Requested By
- Request Date
- Remarks
- Item

For Each Line Item:

- Type of Increase
- Increase Quantity By

Approve/Disapprove Orders (AP)

This option is used for approval or disapproval of orders that have been entered through the Enter/Edit options. Orders **MUST** be approved by an authorized individual before they can be placed in a transmission batch to be sent to the DDC.

Users designated as Audiologists may approve orders if system parameter number 6 (page 117) has been set to allow Audiologist approval and if the individual has been designated by the ADPAC as an Audiologist. All individuals who have been designated by the ADPAC as a supervisor may approve orders. Users attempting to access this option without the proper authority will receive the message:

YOU HAVE NOT BEEN DESIGNATED AS AN AUDIOLOGIST OR SUPERVISOR

Orders may be viewed individually for approval, or, if the system parameter has been set to allow multiple approval, groups of orders may be approved without individual review. When a user chooses to approve multiple orders, orders may be selected in the following groups:

- a. All orders
- b. All orders for a selected user
- c. All orders of a specific order type

Only orders with the status of PENDING will be displayed. When an order is approved, it is automatically put into the open order batch. If no order batch is currently open, a batch is created automatically.

If an order is disapproved, the user must enter a free text reason for disapproval. The order may then be edited or deleted through the appropriate enter/edit option.

An example of terminal interaction follows:

APPROVE/DISAPPROVE ORDERS

Approval will place an order in the open transmission batch with the status approved. Disapproval of an order will terminate that order with a status of disapproved.

ASPS Approve/Disapprove Orders

REMOTE ORDER/ENTRY ORDERS							
Station: 791 - DENVER (DDC)					FEB 09, 1994		
<hr/>							
Status		Order					
<u>#</u>	<u>Date</u>	<u>Status</u>	<u>Type</u>	<u>Patient</u>	<u>Ordered By</u>	<u>Date</u>	<u>MSG</u>
1.	01-21-94	PEND	STOCK	VETERAN,JOHN Q -6789	JONES,JANE	01-21-94	
2.	01-21-94	PEND	LEVEL	N/A	JONES,JANE	01-21-94	
3.	01-21-94	PEND	CUSTOM	VETERAN,JOHN Q -6789	JONES,JANE	01-21-94	
Total Orders: 3							
Select an order Number, <M>ultiple Approval or <RETURN> to continue: 3							

ASPS Approve/Disapprove Order Information

REMOTE ORDER/ENTRY ORDER INFORMATION

Station: 791 - DENVER (DDC)

FEB 09, 1994

Patient: VETERAN,JOHN Q

SSN: 123-45-6789

DOB: FEB 22, 1922

Order Date/Time: JAN 21, 1994@16:55

Aud. Asmt.: JAN 21, 1994

Order Type: CUSTOM H.A. ORDER

Ordered By: JONES,JANE

Status: PENDING

Order Date: JAN 21, 1994

Entered By: WHORTON,KIMBERLY

Auth. Usage: MONAURAL

Eligibility: PRISONER OF WAR

Fitting: MONAURAL

Dis. Code: DEAF/U

Deliv. Cat.: ROUTINE

<u>Make</u>	<u>Model</u>	<u>Component(s)</u>	<u>Bat</u>	<u>Iss. Dt</u>	<u>E</u>	<u>Replace SN</u>
1 STARKEY	CE 8				L	

Total Price: \$162.12

Remarks: Remarks show up here

Enter <A>pprove, <D>isapprove, <H>istory or <^> to exit: A//

*** ADDED TO TRANSMISSION BATCH ***

[OR]

Select an order number, <M>ultiple Approval or <RETURN> to exit: **M**

Approve <A>ll orders, by <O>rdering official or <T>ype of Order? O// **A**

*** ADDED TO TRANSMISSION BATCH ***

*** ADDED TO TRANSMISSION BATCH ***

*** ADDED TO TRANSMISSION BATCH ***

3 Orders Added to the Batch

Close Transmission Batch (CB)

This option is used to close an open transmission batch. This process puts the batch into a queue for transmission to the DDC.

The currently open batch name will be displayed with the number of orders in the batch. A user may then display a list of orders in the batch.

Once a user has examined the orders, the user may close the batch. NOTE: If the batch is closed, it cannot be re-opened and it will be transmitted according to the time set in the parameter file (See page 116). Entering **"YES"** will cause the batch to be built and queued for transmission and the status of the batch will be set to QUEUED FOR TRANSMISSION. If **"NO"** is entered, no action is taken.

If system parameter number 2 (page 115) has been set to "CHOOSE QUEUE TIME FOR BATCH", users will have to enter the date and time that they wish to queue the batch for transmission.

If system parameter number 2 has been set to "AUTO-QUEUE OF BATCH", the batch will be closed automatically at the time entered parameter number 3.

An example of terminal interaction is shown below:

CLOSE TRANSMISSION BATCH

Currently Open Batch

Date/Time Opened: MAR 05, 15:20

Number in Batch: 2

Display batch entries? YES// **YES**

ASPS Display Batch Entries For Closing

REMOTE ORDER/ENTRY TRANSMISSION BATCH ENTRIES				
Station: 791		JAN 31, 1991		
<u>Batch: JAN 31,1991@15:20</u>		<u>Status: TRANS</u>		<u>Number Active: 2</u>
<u>#</u>	<u>Trans. Date/Time</u>	<u>Ordered By</u>	<u>Patient</u>	<u>Deleted</u>
1.	JAN 29, 1991@8:00	TEST,USER	VETERAN,J	
2.	JAN 28, 1991@9:00	TEST,USER1	TEST,PAT 1	YES
3.	JAN 27, 1991@7:00	TEST,USER	TEST,PAT 2	
Total Orders in Batch: 3				

By closing this batch you will make the batch available for transmission to the VA Denver Distribution Center.

Close this batch? NO// **YES**

*** BATCH CLOSED ***

Requested Start Time: NOW// **MAR 05, 1991@15:51**

Certify a Custom Hearing Aid Order (CT)

Once Custom Hearing Aid order has been processed by the DDC, it is placed in the status CERTIFICATION PENDING (CER-P) by the update. When the clinic receives the aid and verifies that everything matches the order, the order can be certified. When this Certification is transmitted to the DDC, it becomes the DDC's **Authorization to Pay the Vendor**. Note the warning under "Custom Hearing Aid Order Certification" below before attempting to certify an order. After Custom Hearing Aids have been certified, they will be placed in the status of ISSUE DATE PENDING (ISSDA).

Custom Hearing Aid Order Certification

ASPS Certify Custom Hearing Aid Warning

When you certify a custom hearing aid order please be absolutely sure that the ROES order exactly matches the aid and components that you received from the vendor. You are authorizing the DDC to pay for the order as it appears on your screen.

If necessary you may use the adjustment procedure to adjust the order to match the actual aid(s) and components(s) received. If the order does not match the invoice the first time it is received at the DDC, it will be rejected and returned to you. A second certification will be accepted as submitted and the vendor paid the amount indicated in the **ROES** order. If the order is adjusted after the first certification, the order will lose its original certification and the certification process must be redone. Instructions for adjustments are given on page 67.

ASPS Certification of Receipt of Custom Hearing Aid

CERTIFY RECEIPT OF A CUSTOM HEARING AID

Station: 791 - DENVER (DDC)

DEC 30, 1994

Patient: VETERAN,JOHN Q

SSN: 123-45-6789

DOB: FEB, 1922

<u>Make</u>	<u>Model</u>	<u>Component(s)</u>	<u>Bat</u>	<u>Iss. Dt.</u>	<u>E</u>	<u>Replace SN</u>	<u>Stat.</u>
1 STARKEY	CE 9				L		CER-P
2 STARKEY	CE 9				R		CER-P

Enter <A>djust, <C>ertify or <RETURN> to exit: C

Certify 2 orders? YES// <RETURN>

Certify line item 1 (CE 9)? YES// <RETURN>

ITEM SERIAL #: **SN123194A**

*** Order Certified ***

Certify line item 2 (CE 9)? YES// <RETURN>

ITEM SERIAL #: **SN123194B**

*** Order Certified ***

Do you wish to enter the issue information? NO// **Y**

Issue item number 1? YES// <RETURN>

ISSUE DATE: **T (DEC 30, 1994)**

ITEM SERIAL #: SN123194A// <RETURN>

BATTERY TYPE FURNISHED: **ZA13**

ISSUED BY: **JONES,JOHN**

Select SERIAL NUMBER OF REPLACED ITEM: **2345245**

Select SERIAL NUMBER OF REPLACED ITEM: <RETURN>

REMARKS: **TESTING**

REASON FOR DELAY: **PATIENT SAID TO HOLD**

Issue item number 2? YES// <RETURN>

ISSUE DATE: **T (DEC 30, 1994)**

ITEM SERIAL #: SN123194B// <RETURN>

BATTERY TYPE FURNISHED: **ZA13**

ISSUED BY: **JONES,JOHN**

Select SERIAL NUMBER OF REPLACED ITEM: <RETURN>

REMARKS: **TESTING2**

REASON FOR DELAY: **PATIENT SAID TO HOLD**

Adjust A Custom Hearing Aid Order

This action may be used to adjust a Custom Hearing Aid. It should be used to keep both the station and the DDC databases accurate when changes are made during the manufacture of an aid.

Before the order may be certified, this option must be used to change the order if the order differs from the product received from the vendor.

If an order is adjusted after the aid is certified and issued, the DDC will update the order to CERTIFICATION PENDING and the it must be certified again.

Three types of adjustments can be made to an order:

1. **CHANGE MODEL** - When this type of adjustment is chosen, the selected hearing aid with all of its components will be deleted and a new model will be added, with all of the components chosen for the new model.
2. **REMOVE COMPONENT** - This type of adjustment will allow users to remove a component from an existing order.
3. **ADD COMPONENT** - This type of adjustment will allow users to add an additional component from an existing order.

The ORDER HISTORY Screen may be accessed to see the detail of the changes made since all other screens and print outs will only show the items that are still active on the order.

Multiple adjustments may be made to an order, if necessary. The display and an example of terminal interaction follows:

ADJUST AN ORDER

WARNING

This module is used to make adjustments to an order that has already been sent to the DDC. Orders may be adjusted up to 60 working days after aids are issued. If an adjustment is made after issue, the DDC will update the order with the status 'CERTIFICATION PENDING'. Certification will again be required before the vendor will be paid.

Enter <RETURN> to continue or <^> to exit:

ASPS Active Order Information

DDC ORDER INFORMATION							
Patient: VETERAN,JOHN Q				SSN: 123-45-6789			
<u>Make</u>	<u>Model</u>	<u>Component(s)</u>	<u>Bat</u>	<u>Iss. Dt.</u>	<u>E</u>	<u>Replace SN</u>	<u>Stat.</u>
1 STARKEY	CE 8	LDC	ZA312	01-21-94	L	34563456	ISSDA
Serial Number: 666666							

Enter <C>hange Model, <R>emove Component, <A>dd Component, <H>istory or <RETURN> to continue: **C**

Are you sure you wish to change the model? NO// **Y**

Enter the reason for the adjustment: **NOT ENOUGH POWER**

Select new model: **CE L9-LP STARKEY**

SELECT COMPONENT: **LINEAR+**

SELECT COMPONENT: <RETURN>

*** MODEL CHANGED ***

Order History

ASPS Order History Screen

DDC ORDER HISTORY						
Station: 791 - DENVER (DDC)				FEB 09, 1994		
Patient: VETERAN,JOHN Q		SSN: 123-45-6789		DOB: FEB 26, 1979		
<u>Order Date</u>	<u>Type of Entry</u>	<u>Model</u>	<u>Component(s)</u>	<u>Price</u>	<u>Ear</u>	<u>Entered By</u>
01-18-94	ORDER	CE 9	AGC	177.15	L	WHORTON,KIM
01-18-94	CHNG-DL	CE 9	AGC	<u>-177.15</u>	L	JONES,JOHN
				0.00		
01-18-94	CHNG-OR	CE L9-LP	AGC	190.77	L	JONE,JOHN
01-18-94	ADDED		SOFT	11.27		WHORTON,KIM
01-18-94	DELETED		AGC	<u>-15.03</u>		WHORTON,KIM
				\$ 187.01		
			Total Price:	\$ 187.01		

Type <RETURN> to continue or <P>rint:

This Order History Screen displays a model change from a CE 9 with an AGC to a CE L9-LP with an AGC. The component "SOFT" was then added to the new model and the AGC was deleted.

Issue Custom Hearing Aid (IS)

The 'ISSUE' action will allow a user to select a Custom Hearing Aid order by patient name or by purchase order number. The user may then enter the issue date, serial number, battery type furnished, issuing user, and serial numbers of replaced items. A **ROES** address may be entered if the address in the patient file is incorrect, as a mailing address for the patient. The status will remain ISSUE DATE PENDING, but users will see the following message when exiting the display screen:

APPROVE this order? YES//

Users should answer <Y>es to this prompt if they wish to place the order in the open batch for transmission to the DDC. The status of released orders will be changed to APPROVED when the order is placed in the batch. If <N>o or <RETURN> is entered, the order will remain in the status ISSUE DATE PENDING and will not be transmitted to the DDC for processing.

The issuing user must be designated as an Audiologist through the Supervisor's Menu.

The user will be prompted for the "Reason for Delay" if the issue date is more than 40 working days after the date the patient requested care. Users may choose from a list of reasons. If "OTHER" is chosen, the user must enter a free text reason.

An example of terminal interaction follows:

Issue Custom Hearing Aids

Select Order by Patient Name or Purchase Order Number:

ASPS Issue Existing Custom Hearing Aid Order

EXISTING ORDER							
Patient: VETERAN,JOHN Q				SSN: 123-45-6789			
<u>Make</u>	<u>Model</u>	<u>Component(s)</u>	<u>Bat</u>	<u>Iss. Dt</u>	<u>E</u>	<u>Replace SN</u>	<u>Stat.</u>
STARKEY	CE 8	LDC	ZA312	01-21-94	L	34563456	ISSDA
Serial Number: 666666							

ISSUE DATE: JAN 21,1994// <RETURN>

BATTERY TYPE FURNISHED: ZA312// <RETURN>

ISSUING USER: **WHORTON,KIM**

Select SERIAL NUMBER OF REPLACED ITEM: 34563456// <RETURN>

REMARKS: TESTING// <RETURN>

Enter <I>ssue or <RETURN> to exit:

View patient address? YES// **N** (Patient address information may be viewed at this point)

If the user issues an aid and then approves the order, a prompt will appear asking if the user wants to print form 2477a.

ROES System Status (SS)

This option may be used to display the number of orders in each status that currently exist in the database.

Totals will be listed by status name, the date of the oldest order in that status, and an indicator of unread messages. A user may use the option "List Order by Patient or Status" to identify the exact orders with unread messages.

Terminal interaction is shown below:

ASPS System Status

REMOTE ORDER/ENTRY SYSTEM STATUS			
Station: 791 - DENVER (DDC)		OCT 28, 1991	
<hr/>			
	Current		Messages
<u>Order Status</u>	<u>Number</u>	<u>Oldest Date</u>	<u>To Read</u>
INCOMPLETE	2	OCT 15, 1991	NO
APPROVED	3	OCT 12, 1991	NO
TRANSMITTED	35	SEP 27, 1991	NO
ISSUE DATE PENDING	12	OCT 01, 1991	YES
COMPLETE	86	JUN 13, 1991	NO
Enter <RETURN> to continue			

Print/Display Menu (PD)

This menu contains the following options:

DI	Patient Information Display
PS	List Orders by Patient or Status
TI	Patient Order Information
SI	Station Order Information
DB	Display Transmission Batch
QT	Print VA Form 10-2477a
PP	Print Product List

Each option is discussed in order of appearance on the menu.

Patient Information Display (DI)

This option allows a user to select a patient and to display and/or print a screen of the patient's basic demographic and eligibility data as used by **ROES**. Information displayed is extracted from the DHCP Patient File at the local station. No information displayed on this screen is entered or edited by **ROES**; however, the information is transmitted with an order to the DDC so that it may be used in updating the DDC database.

Demographic information includes patient name, date of birth, Social Security Number, VA Claim Number and patient address (including temporary address information, when available).

All criteria that may affect the patient's eligibility for orders will be listed. The eligibility criteria with the highest priority (as determined from the hierarchy defined on page 9) is displayed. The display will include the eligibility verification status and the date the eligibility was verified.

If changes need to be made to any of the data contained on this screen, users should contact Medical Administrative Service (MAS) at the local station to make updates to the file. This action should occur prior to transmission of any orders to the DDC.

Users will see a message at the bottom of the screen indicating whether or not the Patient File information indicates that the patient is eligible for care. The primary reason for the eligibility determination will be displayed under the message.

NOTE: Stations will have difficulty with eligibility determinations if their DHCP patient database is not current. If a problem is encountered, MAS should be contacted to update eligibility in the Patient File. The DHCP HINQ software is used to assist MAS with this process. In addition, clinic schedules may be printed and files checked for eligibility in advance of appointments.

A hard-copy output of the screen may be queued to a printer by choosing the **<P>rint** option from the command line. An example of user interaction and a **ROES** Patient Information Screen is shown below.

DISPLAY PATIENT INFORMATION

Select Patient: **VETERAN,JOHN Q**

ASPS Print/Display Patient Information

REMOTE ORDER/ENTRY PATIENT INFORMATION	
Station: 791 - DENVER (DDC)	NOV 30, 1990
Name: VETERAN,JOHN Q	SSN: 123-45-6789
DOB: FEB 22, 1922	Claim #: 12-34-567
Address: SUITE 0	Temporary: TSUITE 0
STREET 1	TSTREET 1
DENVER, CO 80220	DENVER, CO 80220
	Start Date: SEP 30, 1990
	End Date: JAN 1, 1991
<hr/>	
*** DHCP PATIENT FILE DETERMINATION OF ELIGIBILITY FOR ROES ORDERS ***	
Veteran Eligibilities: SC 50% - 100%	VERIFIED
POW	MAR 3, 1990
HOUSE BOUND	
Patient Is: ELIGIBLE	
Priority Reason for Eligibility: SC 50% - 100%	
Type <RETURN> to continue or <P>rint: P	

List Orders by Patient or Status (PS)

This option gives a user the ability to display or print a list of orders either by patient or by order status. Order lists will always be displayed in reverse chronological order by status date and time. It should be noted that not all orders entered through **ROES** will always be available because of the ability to permanently purge orders from the local station's database.

If a user chooses to display orders by patient, the patient may be selected and a list will be displayed of all orders currently in the station's database for that patient.

If a user chooses to display orders by status, a list of all possible statuses will be shown (See **Appendix A** page 197 for status definitions). If an "*" is entered at the "Select Status: " prompt, all orders in the database will be displayed. A decision may also be made to display only orders with a selected status or those in several statuses. The letters to the left of the status in the list should be entered at the prompt. Multiple status selections may be entered, separated by commas.

A user may then choose to print all orders with the chosen status(es) or only those for a specific ordering official. If a user decides to print by ordering official, a prompt will appear to allow selection of that official. The orders printed will be limited to those with the selected official user in the "ORDERED BY" or "REQUESTED BY" field. For Custom Hearing Aid orders that have been issued, the orders will be screened by the "ISSUING USER".

A user will then be prompted to display orders related to patients, orders related to the station stock, or both types of orders.

On all lists that include patient names, each patient's name will be followed by the last four digits of the patient's Social Security Number.

All order lists have a column titled 'MSG'. If an order has an unread message from the DDC, there will be three asterisks in this column.

A printed copy of the order lists may be obtained by typing <P>rint at the command line. The entire list of orders chosen will be printed.

Examples of user interaction follow:

LIST ORDERS BY PATIENT OR STATUS

List Orders by <P>atient or by <S>tatus: **PATIENT**

Select PATIENT NAME: **VETERAN,JOHN Q**

ASPS Print/Display Patient Orders

REMOTE ORDER/ENTRY PATIENT ORDERS							
Station: 791 - DENVER (DDC)					Nov 30, 1990		
Patient: VETERAN,JOHN Q		SSN: 123-45-6789			DOB: FEB 22, 1922		
Status				Order			
<u>#</u>	<u>Date</u>	<u>Status</u>	<u>Type</u>	<u>Ord/Iss</u>	<u>Date</u>	<u>MSG</u>	<u>Item(s)</u>
1.	02-09-94	APPROV	ISSUE	SMITH,JOHN	02-09-94		CE
2.	02-09-94	APPROV	HA ACC	SMITH,JOHN	02-09-94		ORD-145
3.	02-09-94	APPROV	DEMO	SMITH,JOHN	02-09-94		
Total Orders: 3							
Type <RETURN> to continue, <P>rint or <^> to exit: <CR>							

[OR]

List Orders by <P>atient or by <S>tatus: **STATUS**

Enter a <*> to Display ALL Orders or

Enter One of More of the Following Statuses Separated by Commas:

<I>	INCOMPLETE
<P>	PENDING
<A>	APPROVED
<T>	TRANSMITTED
<S>	ISSUE DATE PENDING
<E>	ERROR
<D>	DISAPPROVED
<C>	COMPLETE
<Q>	QUEUED FOR TRANSMISSION
<R>	ADJUSTMENT REJECTED
<N>	CANCELED
<RT>	CER-TRANS
<OT>	ORD-TRANS
<AT>	ADJ-TRANS
<IT>	ISS-TRANS
<CT>	CAN-TRANS
<F>	CERTIFICATION PENDING
	BACKORDERED

Select Status(es): **P,A**

Print for <A>**ll** or <S>**electd** Ordering Officials: ALL// **S**

Select Ordering Official: **SMITH,JOHN**

Display <P>**atient**, <S>**ation** or **oth** Types of Orders: B// **BOTH**

DDC ORDER LISTING

Station: 791 - DENVER (DDC)

FEB 22, 1991

Status					Order		
#	<u>Date</u>	<u>Status</u>	<u>Type</u>	<u>Patient</u>	<u>Ordered By</u>	<u>Date</u>	<u>MSG</u>
1.	02-09-94	APPROV	CUSTOM	VETERAN,JOHN -6789	SMITH,JOHN	01-19-94	
2.	02-09-94	APPROV	LOST A	N/A	SMITH,JOHN	02-09-94	
3.	02-09-94	APPROV	ISSUE	VETERAN,JOHN -6789	SMITH,JOHN	02-09-94	

Total Orders: 3

Type <RETURN> to continue, <P>rint or <^> to exit: **<CR>**

Patient Order Information (TI)

The Patient Order Information option allows a user to display and print the data for a specific patient order.

A user will select a patient from the database. If there are **ROES** orders that have been entered for that patient, a list of existing orders will be displayed. An order may be selected by number or **<RETURN>** may be entered to exit.

If an order is selected, the user will see all order-specific information. Each order type has different data fields that will be displayed. These fields are described under the **Enter/Edit Patient Orders** option. An example may be seen on page 81. The command line will also allow a user to view other information about the order.

The screen may be printed by selecting the **<P>rint** option from the command line.

If the order being viewed has messages that have been received from the DDC, the command line will allow the user to select **<M>essages**. This selection will display all messages received with specific information about each message. An example of a message screen may be seen on page 84.

The **REMOTE ORDER/ENTRY ORDER INFORMATION** Screen only displays the currently active order for Custom Hearing Aids. If adjustments have been made to the order, a user may choose to display the history of the order process by selecting **<H>istory** from the command line. An example of the history screen may be seen on page 86.

If the DDC has sent an update for the order that contained a list of authorized aids for the patient, the command line will contain the option to select **<A>uthorized Aids**. The user will see the list of authorized aids sent in the update. An example of the authorized aids screen may be seen on page 88.

Examples of the screens listed below may be seen on the following pages:

1. REMOTE ORDER/ENTRY ORDER
INFORMATION SCREEN (Custom H.A. Order) page 81
2. DDC MESSAGES SCREEN page 84
3. EXTENDED INFORMATION SCREEN page 84
4. ORDER HISTORY SCREEN page 86
5. AUTHORIZED HEARING AIDS page 88

PATIENT ORDER INFORMATION

Select PATIENT NAME: **VETERAN,JOHN Q**

ASPS Print/Display Patient Order Information

REMOTE ORDER/ENTRY PATIENT ORDERS							
Station: 791 - DENVER (DDC)					Nov 30, 1990		
Patient: VETERAN,JOHN Q		SN: 123-45-6789			DOB: FEB 22, 1922		
<hr/>							
Status				Order			
<u>#</u>	<u>Date</u>	<u>Status</u>	<u>Type</u>	<u>Ordered By</u>	<u>Date</u>	<u>MSG</u>	<u>Item(s)</u>
1.	02-09-94	APPROV	ISSUE	SMITH,JOHN	02-09-94		DCE
2.	02-09-94	APPROV	HA ACC	SMITH,JOHN	02-09-94		ORD-145
3.	02-09-94	APPROV	DEMO	SMITH,JOHN	02-09-94		
Total Orders: 3							
Enter the number of the order to view in detail or <^> to exit:							

REMOTE ORDER/ENTRY ORDER INFORMATION

Station: 791 - DENVER (DDC)

FEB 10, 1994

Patient: VETERAN,JOHN Q

SSN: 123-45-6789

DOB: FEB 22, 1922

Order Date/Time: FEB 09, 1994@11:11

Ordered By: SMITH,JOHN

Order Type:

Issue Date:

Status: APPROVED

P.O. No.: G23456-1234

Entered By: SMITH,JOHN

Eligibility: SERVICE CONNECTED 50%

Approved By: SMITH,JOHN

Approval Date: FEB 09, 1994

<u>Make</u>	<u>Model</u>	<u>Component(s)</u>	<u>Bat</u>	<u>Iss. Dt.</u>	<u>E</u>	<u>Replace SN</u>
1 DANA VOX	DCE		ZA10	01-01-94	R	12343
Serial Number: 12345						

Type <P>rint, <E<X>tended, <M>essages, <H>istory, <A>uthorized Aids,
or <RETURN> to continue:

PRINT ORDER DETAIL INFORMATION

If the <P>rint option is selected, the user will be prompted for a device to create a hard copy of the above screen.

DDC MESSAGES

If the <M>essages option is selected, the user will see the DDC MESSAGES screen. This screen shows the messages received from updates sent by the DDC. For each message the screen will show:

1. The date the order was processed by the DDC
2. The staff member that processed the order
3. The FTS number of DDC staff member
4. The status update received for the order

The last column will display the initials of the last person who read the message (There will be no initials when the message is displayed for the first time). The action of reading the message automatically records the user as the last person that read the screen and removes the asterisks in the 'MSG' column of the REMOTE ORDER/ENTRY ORDERS LIST Screen.

The actual explanation of the status change is displayed in the message field.

If an order was updated to the status COMPLETE or ISSUE DATE PENDING, the message field will read: ORDER PROCESSED - STATUS COMPLETE or ORDER PLACED, respectively.

If the status was updated to ERROR or ADJUSTMENT REJECTED, the message field will display the reason for the error or reject.

The DDC will occasionally send additional messages that do not affect the status of the order. These messages will be sent to ask for assistance in updating the DDC database or to further explain an action taken by the DDC.

The screen may be printed by selecting the <P>rint option from the command line.

ASPS Print/Display DDC Messages

DDC MESSAGE UPDATES				
Station: 791 - DENVER (DDC)		SEP 19, 1991		
Patient: VETERAN,JOHN Q		SSN: 123-45-6789	DOB: FEB 02, 1991	
Trans.: CUSTOM H.A. ORDER				
Date: SEP 17, 1991@10:35				
<hr/>				
<u>Process Date</u>	<u>Sender</u>	<u>Telephone</u>	<u>Status Updated To</u>	<u>Read</u>
AUG 31,1991	TEST,USER	(303) 231-5015	ERROR	KAW
Message: MAKE AND MODEL NOT CURRENTLY UNDER CONTRACT				
AUG 31,1991	TEST,USER	(303) 231-5015	ERROR	MAB
Message: INVALID COMPONENT				
Type <P>rint or <RETURN> to continue:				

EXTENDED INFORMATION

If the **E<X>tended** option is selected from the PATIENT ORDER
DETAIL INFORMATION screen, the user will view the following
screen:

ASPS Order Extended Information Screen

ROES ORDER EXTENDED INFORMATION		
Patient: VETERAN,JOHN Q	SSN: 123-45-6789	FEB 10, 1994
<hr/>		
Eligibility Entered By: SMITH,JOHN		
Eligibility Entered On: FEB 9, 1994		
PSAS Comment: RECORDS UPDATED		
ASPS Proposed Elig: NSC - NURSING HOME CARE		
Elig Proposed By: SMITH,JOHN		
Request to PSAS On: FEB 9, 1994@07:45		
Type <RETURN> to continue, <L>ine Item View or <P>rint:		

The**<P>rint** option will prompt the user for a device from which to obtain a hard
copy of the information on the screen.

If the **<L>ine Item View** option is selected and only one line item exists, the user will be shown that line item. If more than one line item exists, the user will be offered a choice of which line item to view. Only fields with data will be displayed. The following screen is an example of such a display.

ASPS Line Item Extended Information

ROES LINE ITEM EXTENDED INFORMATION		
Patient: VETERAN,JOHN Q	SSN: 123-45-6789	DEC 29, 1994
User Making Last Adjustment	SMITH,JOHN J	
Date of Last Adjustment:	DEC 29, 1994@13:19	
Reason for Adjustment:	DIDN'T WORK	
Adjustment Message:	TEXT OF MESSAGE	
Canceled By:	DOE,JANE	
Cancel Reason:	TEXT OF CANCEL REASON	
Date Returned to Vendor:	JAN 02, 1995	
Ship Date:	JAN 02, 1995	
Certified By:	SMITH,JOHN J	
Certification Date:	JAN 02, 1995	
Re-certified By:	DOE,JANE	
Re-certification Date:	JAN 03, 1995	
Issued By:	JONES,JANE	
Reason for Delay:	THIS IS A TEST OF THE EXTENDED SCREEN	
Type <RETURN> to continue, <P>rint or <^> to exit:		

The**<P>rint** option will prompt the user for a device from which to obtain a hard copy of the information on the screen.

NOTE: EMPTY FIELDS WILL NOT BE DISPLAYED

ORDER HISTORY

If the <H>istory option is selected from the PATIENT ORDER DETAIL INFORMATION screen, the user will see the DDC ORDER HISTORY screen. This screen displays the original order and any adjustments that have been made to the order since it was originally placed with the DDC. The ORDER HISTORY Screen is available for Custom Hearing Aids only.

The order or adjustment date will be displayed first followed by the type of entry. The following types of entries are possible:

ORDER	The original order for a hearing aid and any components ordered with the aid
ADDED	Any components added to the order through the adjustment option
DELETE	Any components deleted from an order through the adjustment option
CHNG-DL	Models and components deleted as part of a model change adjustment
CHNG-OR	Models and components added as part of a model change adjustment

The model of hearing aids ordered or deleted will be displayed in the third column, followed by all components that were part of the order or adjustment. The price column shows additions and subtractions of prices that result from the order or adjustment. For orders and deletions of models, the ear for which the aid was ordered will be displayed and the user entering the order will be associated with each entry.

The total price for the active order will be displayed at the bottom of the price column. It is the sum of all actions taken.

Users may print a copy of the screen by typing <P> at the command line at the bottom of the screen.

ASPS Print/Display Order History

DDC ORDER HISTORY

Station: 791 - DENVER (DDC)

OCT 24, 1991

Patient: VETERAN,JOHN Q

SSN: 123-45-6789

DOB: FEB 02, 1922

<u>Tran Date</u>	<u>Entry</u>	<u>Model</u>	<u>Component(s)</u>	<u>Price</u>	<u>Ear</u>	<u>Enter.By</u>	Trans.
10-07-91	ORDER	PASSPORT	SOFT	142.79	L	USER, TES	
10-08-91	ADDED	PP/TR		27.25		USER, TES	
11-01-91	CHNG-DL	PASSPORT	SOFT, PP/TR	<u>-170.04</u>	L	TEST, PER	
				\$ 0.00			
10-07-91	ORDER	PASSPORT	GAIN	154.78	R	USER, TES	
10-09-91	DELETE		GAIN	<u>- 11.99</u>	R	TEST, PER	
				\$ 142.79			
10-09-91	CHNG-OR	ECLIPSE	LINEAR+, LP	<u>196.50</u>	L	TEST, PE	
				\$ 196.50			
				<hr/>			
			Total Price:	\$ 339.29			

Type <RETURN> to continue, <P>rint or <^> to exit:

AUTHORIZED HEARING AIDS DISPLAY

ASPS Authorized Hearing Aids Screen

AUTHORIZED HEARING AIDS

Patient Name: VETERAN,JOHN Q

SSN: 123-45-6789

Aids Validated: FEB 02, 1922

				Serial			
#	<u>Issue Date</u>	<u>Make</u>	<u>Model</u>	<u>Number</u>	<u>Sta.</u>	<u>Battery</u>	<u>Ear</u>
1	01-03-95	STARKEY	CE 9	CE9999	580	ZA13	L
2	01-03-95	STARKEY	CE 9	CE9990	580	ZA13	R
3	12-14-92	ARGOSY	PASSPORT	92929292	580	ZA13	L
4	12-14-92	ARGOSY	PASSPORT	93939393	580	ZA13	R

Total Number of Authorized Hearing Aids: 4

Enter <RETURN> to continue or <P>rint:

Station Order Information (SI)

Through this option a user may choose a station type of order and display or print all of its order specific information.

When entering the option, a user will see a list of all station orders in the database. A user may then choose one to view in detail or type **<RETURN>** to exit.

Order history may be printed by selecting the **<P>rint** option from the command line. Each order type, which is described under the Enter/Edit Station Orders option, requires different data.

If a message(s) from the DDC has been recorded for the order, a user will be able to display all messages by choosing **<M>essages** from the command line. Page 84, shows an example of a DDC MESSAGES Screen.

ASPS Station Orders List

REMOTE ORDER/ENTRY ORDERS						
Station: 791 - DENVER (DDC)				FEB 22, 1991		
<u>#</u>	<u>Order Date</u>	<u>Type</u>	<u>Patient</u>	<u>Ordered By</u>	<u>Status</u>	<u>MSG</u>
1.	DEC 22, 1990	STOCK	N/A	USER,TEST	PENDING	
2.	DEC 20, 1990	LOANREC	N/A	USER1,TEST	COMPLET	***
3.	DEC 02, 1990	CUSTOM	VETERAN,-6789	USER,TEST	TRANSMI	
Total Orders: 3						
Select Order Number or <RETURN> to exit: 1						

ASPS Station Order Information

REMOTE ORDER/ENTRY STATION ORDER INFORMATION

Station: 791 - DENVER (DDC)

FEB 22, 1991

Order Date/Time: FEB 22, 1991

Requester: USER,TEST

Order Type: STOCK LEVEL CHANGE

Req. Date: FEB 20, 1991

Status: PENDING

Remarks: New area

Entered By: PERSON,TEST

<u>Make</u>	<u>Model</u>	<u>Price</u>	<u>Type of Increase</u>	<u>Quantity</u>
1. BERNAFON		T86	166.60 TEMPORARY	3

Total Price: \$499.80

Type <P>rint, <M>essages, <RETURN> to continue or <^> to exit: <CR>

Display Transmission Batch (DB)

This option can be used to display a list of all orders that are in a transmission batch. If there is an open batch, users will be asked if they would like to see the currently open batch. If this prompt is answered "NO", a list of batches with statuses other than **OPEN** will be displayed for selection. A user may select one of the batches or enter <RETURN> to exit.

Deleted orders are not sent to the DDC at transmission time. Deleted orders will show the user who deleted the order and the reason for deletion.

Users will have the option to print a hard copy of the transmission batch once it has been displayed.

An example of terminal interaction is shown below:

ASPS Display Roes Order Batches

REMOTE ORDER/ENTRY ORDER BATCHES				
<u>#</u>	<u>Batch Date/Time</u>	<u>Batch Status</u>	<u>Act</u>	<u>Closed</u>
				<u>Date/Time Closed</u>
				<u>By</u>
1.	FEB 2,1991@8:00	CLOSED	12	FEB 3,1991@3:00 TEST,
2.	FEB 1,1991@9:00	CLOSED	2	FEB 1,1991@9:30 TEST,

Display currently open batch? **NO**

Select Batch Number: **1**

ASPS Transmission Batch Entries Display

REMOTE ORDER/ENTRY TRANSMISSION BATCH ENTRIES

Station: 791

JAN 31, 1991

Batch: JAN 31,1991@15:20

Status: TRANS

Number Active: 2

<u>#</u>	<u>Order Date/Time</u>	<u>Type</u>	<u>Ordered By</u>	<u>Patient</u>	<u>Deleted</u>
1.	JAN 29, 1991@8:00	ISSUE	TEST,USER	VETERAN,JO	
2.	JAN 28, 1991@9:00	ISSUE	TEST,USER1	TEST,PAT 1	YES
3.	JAN 27, 1991@7:00	ISSUE	TEST,USER	TEST,PAT 2	

Total Orders in Batch: 3

Enter <RETURN> to continue, <P>rint or <^> to exit:

Print VA Form 10-2477a (QT)

With this option, a user will be able to print **VA Form 10-2477a, AUDIOLOGICAL SERVICES ACKNOWLEDGMENT**. This form is used to print the official hard copy record of an order for a patient's signature. It should be placed in the patient's permanent file.

The 10-2477a may also be printed in various manners to assist users of the system in gathering data necessary for placing an order through **ROES**.

The form may be printed three different ways:

a. **Order** - This method prints all patient demographic information as well as all data that has been entered for the chosen order. This form may be printed for patient orders in any status.

b. **Patient data only** - This method extracts data for boxes 1 through 7 from the database and prints it on the form. All other boxes are blank or display possible choices. This method is intended for gathering information about a particular patient prior to the entry of an order for that patient.

c. **Blank Form** - This method prints all blocks but no data except the addresses in the 'Extended Audiology Clinic' box and the 'Issuing Audiology Clinic' box. These addresses are extracted from the **ROES** Parameter File. This method is intended for use in recording data from the **DDC Remote Inquiry System (RIS)**. A user may dial into the DDC computer and use the form to record any data needed to prepare for a patient visit or patient order.

Under the title and on the left of the document, a user will see the "Order Status" if the form is printed for a specific order. The date the form was printed will appear on the right side of the first line for all methods of print. A description of each block on the form follows:

1. **Extended Audiology Clinic** - This block prints the station number and full name and address of the Extended Audiology Clinic for the clinic placing the order. This may be the same as the Issuing Audiology Clinic. The address and station number will print on forms queued by any of the above three methods.

2. **Issuing Audiology Clinic** - This block prints the station number and full name and address of the clinic placing the order. The address and station number will print on forms queued by any of the above three methods.

3. **Veteran's Name and Address** - This block prints the name and full address of the patient. Data will appear for forms printed by method 'a' or 'b' above.

4. **Eligibility Status** - This block will print the eligibility recorded for the order. When the form is printed by method 'a' or 'b' above, the data is determined from the DHCP Patient File at the local station as stated on page 9. Method 'c' will print a list of possible eligibility criteria that may be checked by a user. If the data is extracted from the DHCP Patient File, the verification status and status date will also print in this box.

5. **Soc. Security No.** - The veteran's Social Security Number prints in this box for methods 'a' and 'b' above.

6. **VA Claim No.** - The veteran's Claim Number is extracted from the DHCP Patient File and printed for methods 'a' and 'b' above.

7. **Date of Birth** - The veteran's Date of Birth is printed in this box for methods 'a' and 'b' above.

8. **Disability Code** - This box will show the disability code for orders printed by method 'a' above, if it has been entered as part of the order. Method 'b' above will show a blank field and method 'c' will allow a user to check either 'DEAF/U' or 'DEAF/B' for Unilaterally Deaf or Bilaterally Deaf, respectively.

9. **This veteran has these Currently Authorized Hearing Aid(s)** - This box will be printed in the same manner for all methods listed above. There will be four lines, on the BLANK form and PATIENT DATA ONLY form, on which a user may manually record the authorized hearing aids for a patient. The **RIS** may be accessed for this information. The manufacturer, model, serial number, how the aid was furnished and the date issued can be recorded for each entry.

When a Custom Hearing Aid order is processed by the DDC, a current list of authorized aids is returned in the update. If present, the listing of authorized aids may be printed from the command line of the PATIENT INFORMATION screen.

10. **Clinic Action Taken** - The beginning of this box will print the same way for each method listed above. There will be three selections that a user may check. They are: VETERAN DOES NOT REQUIRE NEW HEARING AID, VETERAN DOES NOT REQUIRE HEARING AID, and ITEM(S) LISTED BELOW WERE ISSUED TO VETERAN. Following these selections, the items ordered will be listed if the form was printed according to method 'a' above. For methods 'b' and 'c', the lines will be blank to be used for manual entry of this information by a user. The following information may be printed or entered for each item listed: National Stock Number, Make, Model, Serial Number, Battery Type and Serial Number of any Replaced aids.

11. **Type of Fitting** - For method 'a' above, the form will show the type of hearing aid fitting that was entered in the order. For methods 'b' and 'c', a user will have lines to check for the following types of fittings: MONAURAL, BINAURAL, CROS and BICROS.

12. **Authorized Usage of Aids** - For method 'a' above, the form will print the Authorized Usage that the clinician has entered as part of the order. For methods 'b' and 'c', a user may check MONAURAL or BINAURAL.

13. **Issued aids to be replaced to clinic stock by DDC** - If method 'a' above is used, this box will print 'YES' or 'NO' for **Stock Hearing Aid Order** types only, and only if the user entering the order wants the stock hearing aids ordered to be replaced to clinic stock by the DDC. For other order types, the form will show 'N/A' in this box. If method 'b' or 'c' is used, the user may check the line for 'YES', 'NO' or 'N/A'.

14. **Signature of Issuing Audiologist** - For method 'a' above, this box will print the name of the user issuing the order. If the aid(s) have not been issued, the name of the person ordering the aid will print. The title of that individual as extracted from the DHCP New Person File and printed beside the name. Both name and title will be blank for methods 'b' and 'c'.

15. **Order Date** - For method 'a', this box will print the date that the order was placed. The box will be empty for methods 'b' and 'c'.

16. **Signature of Veteran** - This box is to be used for the patient's signature on the final copy of the order. This copy should be kept as a permanent hard copy record in the patient's Medical Record. The block will be empty for all methods.

17. **Order Date** - This box is to be used for the date that the patient signs the order. It will be empty for all methods.

The VA form number designation and date are printed in the lower left corner of the form:

VA FORM 10-2477A

SEP 1991

PRINT VA FORM 10-2477a

Print a <T>ransaction, <P>atient data only or a link Form
10-2477a: T

Select PATIENT NAME: VETERAN,JOHN Q

ASPS Patient Orders/10-2477a

REMOTE ORDER/ENTRY PATIENT ORDERS

Station: 791 - DENVER (DDC)

NOV 30, 1990

Patient: VETERAN,JOHN Q

SSN: 123-45-6789

DOB: FEB 22, 1922

Order

#	Date	Type	Ordered By	MSG	Status	Item(s)
1.	DEC 20, 1990	STOCK	USER,TEST		INCOMPLE	T86
2.	JAN 22, 1991	CUSTOM	USER,TEST	***	ERROR	CE H7

Total Orders: 2

Select Order Number or <RETURN> to exit: 2

DEVICE: HOME// **PRINTER**

Number of copies to print: 1// 2

Requested start time: NOW// <RETURN>

*** Request Queued ***

Printed examples of all three methods follow:

DEPARTMENT OF VETERANS AFFAIRS
AUDIOLOGICAL SERVICES ACKNOWLEDGMENT

July 1995

DEPARTMENT OF VETERANS AFFAIRS
AUDIOLOGICAL SERVICES ACKNOWLEDGMENT

DEPARTMENT OF VETERANS AFFAIRS AUDIOLOGICAL SERVICES ACKNOWLEDGMENT					
Order Status: **APPROVED**			Printed: August 25, 2000		
1. Extended Audiology Clinic: Station No. 554 VA Medical Center (126) 1055 Clermont St. Denver, CO 80220-3808			2. Issuing Audiology Clinic: Station No. 554 VA Medical Center (126) 1055 Clermont St. Denver, CO 80220-3808		
3. Veteran's Name and Address			4. Eligibility Status(es) <input type="checkbox"/> SC for Hearing <input type="checkbox"/> IN PAT <input type="checkbox"/> 50-100% SC <input type="checkbox"/> NHCU <input type="checkbox"/> POW <input type="checkbox"/> DOM <input type="checkbox"/> WWI <input type="checkbox"/> OPT-NSC <input type="checkbox"/> MBW <input type="checkbox"/> ADJ <input type="checkbox"/> A&A <input type="checkbox"/> ALLIED (Authority Req.) <input type="checkbox"/> HB <input type="checkbox"/> OTHER (Specify)		
5. Soc. Security No. - -	6. VA Claim No. - -	7. Date of Birth	8. Disability Code <input type="checkbox"/> DEAF/U <input type="checkbox"/> DEAF/B		
9. This Veteran has these Currently Authorized Hearing Aid(s)					
Manufacturer	Model	Serial No.	Furnished By	Date Issued	
10. Clinic Action Taken <input type="checkbox"/> Veteran Does Not Require New Hearing Aid <input type="checkbox"/> Veteran Does Not Require Hearing Aid <input type="checkbox"/> Item(s) Listed Below Were Issued to Veteran					
Natl. Stock No.	Make	Model	Serial No.	Battery Type	Serial No. Replaced
11. Type of Fitting: <input type="checkbox"/> MONAURAL <input type="checkbox"/> BINAURAL <input type="checkbox"/> CROS <input type="checkbox"/> BICROS					
12. Authorized Usage of Aids: <input type="checkbox"/> MONAURAL <input type="checkbox"/> BINAURAL					
13. Issued aids to be replaced to clinic stock by DDC: <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A					
14. Signature of Issuing Audiologist			Title		15. Order Date
16. I certify that I have received the item(s) listed under 10 above. >			Signature of Veteran:		17. Date
VA Form 10-2477a Sep-91					

Print Product List (P P)

This option may be used to print a list of products available for selection during **ROES** orders. The Remote Inventory Product File for Version 2.0 contains other items that can be ordered from the DDC (Custom and Stock hearing aids, batteries, accessories, etc.)

Users will be asked if they wish to print all products or an individual product group. If **<A>ll** is chosen, every active item in the file will be printed. If **<I>ndividual** is chosen, users will be asked for the product group they wish to print. They will then be asked if they wish to print all items or an individual item. If **<A>ll** is chosen, all active items in the product group will print. If **<I>ndividual** is chosen, only the individual selected item will print.

The make, model, National Stock Number (NSN) and price will print for all items. Users will also see a list of batteries that may be used with the item. During the order process, only these batteries may be selected in conjunction with the item. If the item is a custom hearing aid, users will see a list of components available for that item along with the price of each component. These are the only components that may be selected with the item.

Terminal interaction is shown below:

PRINT PRODUCT LIST

Select **<A>ll** or **<I>ndividual** Product Groups: **I**

Select REMOTE PRODUCT GROUP: **STOCK HEARING AIDS**

Print **<A>ll** items or an **<I>ndividual** item? **A// I**

Select REMOTE INVENTORY PRODUCT ITEM NAME: **T86**

DEVICE: **HOME**

ASPS Print/Display Product Group Listing

REMOTE ORDER/ENTRY SYSTEM PRODUCT GROUP LISTING

Product Group: STOCK HEARING AIDS Print Date: OCT 29, 1991

<u>Model</u>	<u>Make</u>	<u>Price</u>	<u>Component</u>	<u>Code</u>	<u>Price</u>	<u>Battery</u>
T86	BERNAFON	181.59				S76
						ZA675

Total Items Printed: 1

Supervisor's Menu (SU)

This menu contains the following options:

RT	Remove Order from a Batch
QB	Queue a Batch for Transmission
CH	Change Order or Batch Status
IN	Inactivate a Line Item
PT	Purge Orders
OP	Remote Order/Entry Parameters for ASPS
AS	Audiologist Approval Privileges
EE	Product, Component & Battery Enter/Edit

Each option is discussed in order of appearance on the menu.

Remove Order from a Batch (RT)

This option may be used by anyone holding the **RMPF SUPERVISOR** Security Key to remove an order from a batch. It should be used if a mistake is discovered after the approval process is complete and the supervisor decides not to send the order to the DDC for processing.

Only batches with the status OPEN may be accessed. The Supervisor will see a description of the currently open batch, if one exists, and will be asked if the entries should be displayed. After displaying the orders in the batch, the supervisor may choose one or more of the orders, separating the numbers by commas.

A reason for deleting the order from the batch must be entered for each order. At that time the order is marked as deleted from the batch and the status of the order is set to DISAPPROVED. The order will be deleted when the purge option is run (controlled by parameter number 13, page 119) or it may be edited and re-approved.

The user becomes the Disapproving User and the Disapproval Date is entered into the order file.

If all orders are deleted from the batch, the entire batch is deleted.

An example terminal interaction follows:

REMOVE ORDER FROM A BATCH

Currently Open Batch:

Date/Time Opened: FEB 08, 1994@09:38

Number in Batch: 3

Display Batch Entries? YES// **YES**

ASPS Remove Transmission Batch Entries

REMOTE ORDER/ENTRY TRANSMISSION BATCH ENTRIES				
Station: 791 - DENVER (DDC)			FEB 10, 1994	
Batch: FEB 08, 1994@16:04		Status: OPEN	Number Active: 3	
#	<u>Order Date/Time</u>	<u>Type</u>	<u>Ordered By</u>	<u>Patient</u> <u>Deleted</u>
1.	FEB 08, 1994@16:02	LONREC	WHORTON,KIM	VETERAN,JO
2.	FEB 08, 1994@16:25	BAT ST	WHORTON,KIM	N/A
3.	FEB 09, 1994@07:21	ACC ST	SMITH,JOHN	N/A
Total Orders in Batch: 3				

Enter Order Number Separated by Commas: **1**

Order: FEB 08, 1994@16:02

Are you sure you want to delete this order from the batch? NO// **YES**

Enter reason for deletion: **PATIENT DIED**

*** ORDER DELETED FROM BATCH ***

Queue a Batch for Transmission (QB)

This option is used to queue a closed batch for transmission to the DDC. Users will see a list of transmission batches with the status of CLOSED, QUEUED FOR TRANSMISSION, or TRANSMITTED and may choose one from the list.

If they wish to see a list of orders in the batch, they may display the list before continuing with the transmission.

If a user chooses to continue with the transmission, a transmission batch will be built and queued to be sent to the DDC either at the time chosen or the time designated in parameter 3, page 116

When the batch has been queued, the status of the batch and the status of each active order in the batch become QUEUED FOR TRANSMISSION. When the batch is actually sent to the DDC, the status of the batch and all orders will become TRANSMITTED.

An example of terminal interaction is shown below:

QUEUE A BATCH FOR TRANSMISSION

This option will allow you to queue the transmission of a batch to the VA Denver Distribution Center. Only batches with the status CLOSED or QUEUED FOR TRANSMISSION may be chosen.

ASPS Queue Transmission Order Batches

REMOTE ORDER/ENTRY ORDER BATCHES					
<u>#</u>	<u>Batch Date/Time</u>	<u>Batch Status</u>	<u>Act</u>	<u>Date/Time Closed</u>	<u>By</u>
1.	FEB 2,1991@8:00	CLOSED	12	FEB 3,1991@3:00	TEST,
2.	FEB 1,1991@9:00	CLOSED	2	FEB 1,1991@9:30	TEST,

Select Batch Number: **1**

Display batch entries? YES//

ASPS Transmission Batch Entries

REMOTE ORDER/ENTRY TRANSMISSION BATCH ENTRIES			
Station: 791		JAN 31, 1991	
<u>Batch: JAN 31,1991@15:20</u>		<u>Status: TRANS</u>	<u>Number Active: 2</u>
<u>#</u>	<u>Trans. Date/Time</u>	<u>Ordered By</u>	<u>Patient</u>
1.	JAN 29, 1991@8:00	TEST,USER	VETERAN,J
2.	JAN 28, 1991@9:00	TEST,USER1	TEST,PAT 1
3.	JAN 27, 1991@7:00	TEST,USER	TEST,PAT 2
Total orders in Batch: 3			

Do you wish to continue with the transmission? NO// **YES**

*** Queued for transmission***

Change Order or Batch Status (CH)

This option may be used to change the status of an order or a batch. It should be used with extreme care and only when the user is completely sure of the outcome. Changing a status inappropriately may result in duplication of an order or information not transmitted to the DDC. This option should only be used when the status cannot be corrected through other software options. It is included only for the purpose of correcting problems occurring from unforeseen circumstances such as a computer crash or network problems.

The user will see a warning message and will then be asked if they wish to change an order or a batch. After a selection is made, the user must select the order or batch by date and time. The user will then have the ability to change the status of the order or batch. The current status will be defaulted and possible choices can be listed by entering a <?>. Explanations of each status are listed in Appendix A (page 197).

Terminal interaction is shown below:

CHANGE ORDER STATUS

***** WARNING *****

This option should only be used when the status of an order or a batch cannot be changed through a software option.

Edit a <O>rder, a atch or <RETURN> to continue: O

Select STATION ORDER DATE/TIME: **1-18-1995@07:36:00**
CUSTOM HEARING AID ISSUE VETERAN,JOHN Q

ASPS Order Information Screen

REMOTE ORDER/ENTRY ORDER INFORMATION

Station: 791 - DENVER (DDC) JAN 19, 1995

Patient: VETERAN,JOHN Q SSN: 123-45-6789 DOB: FEB 22, 1922

<u>Make</u>	<u>Model</u>	<u>Component</u>	<u>Battery</u>	<u>Iss. Dt.</u>	<u>E</u>	<u>Replace SN</u>	<u>Stat</u>
1 STARKEY	CE L9-LP	SOFT	T86		L		ISSDA

Order Status: ISSUE DATE PENDING

Enter Number(s) of Line Item(s) to change: **1**

ORDER TO CHANGE:

STARKEY CE L9-LPSOFT T86 L
ISSDA

LAST STATUS: ISSUE DATE PENDING // **COMPLETE**

The changed order will then be displayed:

ASPS Order Information Screen

REMOTE ORDER/ENTRY ORDER INFORMATION

Station: 791 - DENVER (DDC) JAN 19, 1995

Patient: VETERAN,JOHN Q SSN: 123-45-6789 DOB: FEB 22, 1922

<u>Make</u>	<u>Model</u>	<u>Component</u>	<u>Battery</u>	<u>Iss. Dt.</u>	<u>E</u>	<u>Replace SN</u>	<u>Stat</u>
1 STARKEY	CE L9-LP	SOFT	T86		L		COMP

Order Status: COMPLETE

Enter Number(s) of Line Item(s) to change:

CHANGE BATCH STATUS

***** WARNING *****

This option should only be used when the status of an order or a batch cannot be changed through a software option.

Edit a <O>rder, a atch or <RETURN> to continue: **B**

Select TRANSMISSION BATCH ENTRY DATE/TIME: **10-30-1991@14:34**

STATUS OF BATCH: QUEUED FOR TRANSMISSION// **CLOSED**

Inactivate a Line Item (IN)

This option allows an ADPAC to inactivate line items from the Remote Inventory Product File. Once inactivated, a line item may not be chosen for new order requests. The ADPAC must hold the **RMPF SUPERVISOR** and **RMPF SYSTEM MANAGER** Security Keys to access this option.

Extreme care should be taken when inactivating line items as inactivated items will no longer be available for ordering. This option is intended to be used in conjunction with official notice from the DDC for inactivating these products. This is an interim measure to be used between official updates of the Remote Inventory Product File.

If an item has already been inactivated, the ADPAC may re-activate the item through this option. Once again, extreme care should be taken in re-activating line items.

Orders for items that are no longer under contract will be rejected by the DDC.

Terminal Interaction is shown below:

INACTIVATE A LINE ITEM

Inactivating a line item will make that item unavailable for selection in the ordering of new products. This option should be used to disallow items no longer under contract.

DDC INACTIVATE A LINE ITEM		
Select Item Name: CE 7		
<u>Item</u>	<u>Make</u>	<u>Price</u>
CE 7	STARKEY	\$149.50
Are you sure you wish to inactivate this item? NO// YES		
*** ITEM INACTIVATED ***		

Purge Orders (PT)

This option is to be used by the ADPAC to keep the local station's database to a minimum size. Running the routine will permanently remove orders no longer needed at the station level. Also, transmission batches with no active orders will be deleted. The ADPAC must hold the **RMPF SUPERVISOR** and **RMPF SYSTEM MANAGER** Security Keys to access this option. In **ROES** version 2.0 purge is a background task.

Although care should be taken in running this option, it is suggested that the database be purged on a regular basis to keep the station file size as small as possible. The database maintained at the DDC will contain the permanent record of orders. This information may be accessed through the **DDC Remote Inquiry System**.

Orders will be permanently removed from the database if they have one of the statuses listed below AND if they have been in the database for a pre-determined period of time. This period of time is controlled by "NUMBER OF DAYS TO SAVE" parameters whose descriptions start on page 119. If the parameters have not been set and this option is run, orders in these statuses will be deleted 30 days from the point of entry.

The ADPAC will have the ability to view a list of the orders that will be deleted before the purge process is run.

The purging process also removes transmission batches if all of the orders listed in the batch have been completed (Status of COMPLETE or ERROR).

It is suggested that this option be run once a month during periods of low computer usage.

Terminal interaction is shown below:

***** WARNING *****

This routine will permanently purge orders from the disk. The number of days to retain orders with a status that can be purged is controlled by the parameter file. If a status has no entry in the parameter file, it will be purged after 30 days after the last action on the order.

ONLY orders with one of the following statuses will be purged:

<C>	COMPLETE	More than 30 days since last action
<D>	DISAPPROVED	More than 30 days since last action
<E>	ERROR	More than 30 days since last action
<I>	INCOMPLETE	More than 30 days since last action
<N>	CANCELED	More than 30 days since last action
<R>	ADJUSTMENT REJECTED	More than 30 days since last action

Enter an **<*>** to purge all statuses or status(es) selected by letter(s): **C**

<P>rint orders to be purged or **<RETURN>** to continue: **P**

DEVICE: HOME// **LAT TERMINAL**

ASPS Orders To Be Purged

DDC ORDERS TO PURGE							
Station: 791 - DENVER (DDC)						JAN 31, 1991	
Status						Order	
<u>#</u>	<u>Date</u>	<u>Status</u>	<u>Type</u>	<u>Patient</u>	<u>Ord/Iss By</u>	<u>Date</u>	<u>MSG</u>
1.	12-12-90	COMP	BAT ST	N/A	TEST,USER	12-11-90	
2.	12-13-90	COMP	ISSUE	VETERAN,J	BLUMENTH	12-10-90	***
Number of Orders to be Purged: 2							

Do you wish to purge these orders? NO// **YES**

Are you sure? NO// **YES**

Requested Start Time: NOW// **<RETURN>**

*** Request Queued ***

Remote Order/Entry Parameters for ASPS (OP)

This option allows the ADPAC to set up site parameters for a specific station. The name of the station for the clinic that is the major user of the system should set up its parameters first.

If other unique stations are using the **ROES** software on that same computer system, each station should set up their own parameters and Parameter number 4 (page 116) should be set to allow multiple facilities. Users will be required to identify their station when signing on to **ROES**.

For example: the clinic at Medical Center 'A' would be the primary user of the **ROES** software on the computer system residing at Medical Center 'A'. Their parameters should be entered first. However, Outpatient Clinic 'B' also uses the same computer system, but **ROES** records should be recorded for Outpatient Clinic 'B' if done at that station. To accomplish this, Outpatient Clinic 'B' should also set up their own parameters through this option.

Parameters allow each station to customize certain operations of **ROES**. The ADPAC must hold the **RMPF SUPERVISOR** and **RMPF SYSTEM MANAGER** Security Keys to access this option.

Complete descriptions of each parameter and recommendations for setting the parameters are followed by a sample terminal interaction.

NOTE:

The system parameters must be established before ROES will be fully functional.

1. **Allow Free Text Address** - This parameter allows a ADPAC to choose whether or not users will be allowed to enter a new address for a patient. If a **1** or **ALLOW FREE TEXT ADDRESS** is entered for this parameter, users will be asked during the Enter/Edit process if a new address should be entered. If a new address is entered for the patient, that address will be sent to the DDC instead of the address in the DHCP patient file at the remote station. This address will be used to update the DDC files. **There will be no change to the DHCP database at the station.** Arrangements should be made for the new address to be given to Medical Administrative Service (MAS) to update the station database.

If a **0** or **DON'T ALLOW FREE TEXT ADDRESS** is entered for the parameter, the new address question will not be asked.

Recommendation: This field should be set to **1** to allow the entry of a new address for a patient. This will ensure that the DDC records are corrected and that the patient will receive products mailed to a current address.

2. Transmission Queue Options - This parameter controls the time for the queuing of transmission batches. If **IMMEDIATE QUEUE OF BATCH** is chosen, the transmission batch is queued immediately after a batch is closed.

If **STANDARD QUEUE TIME FOR BATCH** is chosen, the ADPAC will be asked to enter a time of day for transmissions to be queued. If any transmissions exist, they will be queued at that time daily.

If **CHOOSE QUEUE TIME FOR BATCH** is chosen, the user will be asked at the time that the batch is closed for the time to queue the transmission batch.

If **AUTO-QUEUE OF BATCH** is chosen, any open batch will be automatically queued at the time entered in parameter number 3, without operator intervention.

NOTE: Before setting this parameter, the ADPAC should contact the IRM Service at the local station for suggestions regarding an appropriate setting.

Recommendation: The parameter should be set to **AUTO-QUEUE OF BATCH**. The time of day should then be set (parameter #3, 116) to a time when there is the least amount of traffic on the local computer system and the IDCU network.

The DDC will begin processing orders at midnight. Any orders received at the DDC after midnight will be processed the following work day.

3. Standard Queue Time For Batch - If the ADPAC has chosen to set a standard time for the queuing of a batch, the selected time will be entered at this prompt. If a time is not entered, the system will queue the batch immediately.

Recommendation: This field should be set to a time during the day when the local computer system and the network have the least amount of use. This information may be obtained from the local IRM Service.

4. Multiple Station Orders - If more than one station is using the software on the same computer system, this parameter should be set to **1** or **MULTIPLE STATIONS**. If only one station will be using the system, the parameter should be set to **0** or **ONE STATION**.

If the parameter is set to 0, the station of all users will be set to the station listed first in the **ROES** Parameter File. If **MULTIPLE STATIONS** is chosen, DUZ(2) will be examined for all users signing into **ROES**. If a user's station cannot be determined from DUZ(2), the user will be asked for a station. Designating a user's station will ensure that adjustments in stock will be credited to the correct station.

Recommendation: This parameter should be set to **0** unless more than one station will be using the system.

5. Allow Multiple Approval - If the ADPAC enters a **1** or **ALLOW MULTIPLE APPROVAL** for this parameter, the Approving Official will be able to approve multiple orders without a detailed review of each order. If multiple approval is allowed, the Approving Official will be asked to approve ALL orders, orders ordered by a specific person or orders of a specific type.

If a **0** or **DO NOT ALLOW MULTIPLE APPROVAL** is entered for the parameter, the Approving Official will be required to review the Order Information Screen for each order that is being approved.

Recommendation: This parameter should be set to "**DO NOT ALLOW MULTIPLE APPROVAL**" so that each order may be thoroughly reviewed by the Approving Official.

6. Approval Process - ADPACs may choose to allow only users that have been designated as Supervisors to approve/disapprove orders or to also allow any user designated as an Audiologist to perform the review. If the parameter is set to **SUPERVISORS ONLY** or is not set, only users that have been given the Supervisor Security Key will be allowed to approve/disapprove orders.

If the parameter is set to **SUPERVISORS AND AUDIOLOGISTS**, both Audiologists and Supervisors can approve or disapprove orders.

Recommendation: This parameter should be set to **SUPERVISORS ONLY** so that a supervisor must review all orders before they are sent to the DDC.

7. Certification Approval - This parameter controls which individuals are allowed to certify Custom Hearing Aid and Component orders.

If the parameter is set to **ANY USER CAN CERTIFY**, any user entering an order will be able to certify an order.

If the parameter is set to **AUDIOLOGISTS & SUPERVISORS**, only users listed in **ROES** as Audiologists or having the SUPERVISOR security key will be able to certify orders.

If the parameter is set to **SUPERVISORS ONLY**, only users with the SUPERVISOR security key will be able to certify orders.

Recommendation: The parameter should be set to **AUDIOLOGISTS & SUPERVISORS**.

8. Issue Approval - This parameter controls which individuals may be entered as the issuing Audiologist

If the parameter is set to **ANY USER CAN ISSUE**, any user with the menu option will be able to issue hearing aids.

If the parameter is set to **AUDIOLOGISTS & SUPERVISORS**, only users listed in **ROES** as Audiologists, or having the Supervisors Security key will be able to issue hearing aids.

If the parameter is set to **SUPERVISORS ONLY**, only users having the Supervisors Security key will be able to issue hearing aids.

Recommendation: This parameter should be set to **AUDIOLOGISTS & SUPERVISORS**.

9. Display Errors on Menu Entry - ADPACs may choose to have all ROES users in their Service receive a list of error messages pending when the users sign on to the **ROES** system. If this parameter is set to **DISPLAY ERRORS**, all users will receive the message.

Users will not see pending error messages if **DISPLAY ERRORS** is not set.

Recommendation: This parameter should be set to **DISPLAY ERRORS**, to ensure that all orders in error status are edited or deleted.

10. PSAS Eligibility Determination - This parameter determines whether electronic requests may be sent to PSAS for eligibility determinations for patients whose eligibility cannot be determined from the DHCP database.

If the parameter **ALLOW REQUESTS TO PSAS**, users may queue requests to PSAS for input of eligibility.

If the parameter **DO NOT ALLOW REQUESTS TO PSAS**, users will not be able to queue requests to PSAS for input of eligibility.

Recommendation: **ALLOW REQUESTS TO PSAS**

11. Order Delivery Routing - This field should contain the routing symbol for the using service. Written correspondence and product distribution from the DDC will be directed to this routing symbol.

Recommendation: The routing symbol for the using service should be entered for this parameter. With Version 2.0 of **ROES** this should be the routing symbol for Audiology and Speech Pathology Service (**126**).

12. # of Days to Save Incomplete - This parameter should be set to the number of days after the order entry date to save orders with the status of INCOMPLETE. When the number of days between the Order Date and the current date is greater than the number entered for this parameter, the order will be permanently purged from the disk with the **Purge Orders** option. If a number is not entered, orders with the status of INCOMPLETE will be purged after 30 days.

Recommendation: This parameter should be set to **30** days.

13. # of Days to Save Disapproved - This parameter should be set to the number of days after the order entry date to save orders with the status of DISAPPROVED. When the number of days between the Order Date and the current date is greater than the number entered for this parameter, the order will be permanently purged from the disk with the **Purge Orders** option. If a number is not entered, orders with the status of DISAPPROVED will be purged after 30 days.

Recommendation: This parameter should be set to **30** days.

14. # of Days to Save Errors - This parameter should be set to the number of days after the order entry date to save orders with the status of ERROR. When the number of days between the Order Date and the current date is greater than the number entered for this parameter, the order will be permanently purged from the disk with the **Purge Orders** option. If a number is not entered, orders with the status of ERROR will be purged after 30 days.

Recommendation: This parameter should be set to **30** days.

15. # of Days to Save Complete - This parameter should be set to the number of days after the order entry date to save orders with the status of

COMPLETE. When the number of days between the Orders Date and the current date is greater than the number entered for this parameter, the order will be permanently purged from the disk with the **Purge Order** option. If a number is not entered, orders with the status of COMPLETE will be purged after 30 days.

Recommendation: This parameter should be set to **30** days.

16. # of Days to Save Rejects - This parameter should be set to the number of days after the order entry date to save orders with the status of ADJUSTMENT REJECTED. When the number of days between the Order Date and the current date is greater than the number entered for this parameter, the order will be permanently purged from the disk with the **Purge Order** option. If a number is not entered, orders with the status of ADJUSTMENT REJECTED will be purged after 30 days.

Recommendation: This parameter should be set to **30** days.

17. # of Days to Save Cancels - This parameter should be set to the number of days after the order entry date to save orders with the status of CANCELED. When the number of days between the Order Date and the current date is greater than the number entered for this parameter, the order will be permanently purged from the disk with the **Purge Orders** option. If a number is not entered, orders with the status of CANCELED will be purged after 30 days.

Recommendation: This parameter should be set to **30** days.

18. Extended Clinic - The ADPAC should enter the station name that has the Extended Audiology Program for their clinic. If the current station has the extended program for the clinic, that station should be entered here. The name and address for the station entered here will print on VA Form 2477a (formerly VA Form 10-2474).

Recommendation: The station name of the Extended Audiology Program for the clinic.

EXAMPLE TERMINAL INTERACTION IS BELOW:

REMOTE ORDER/ENTRY PARAMETERS FOR ASPS

Last User to Run Purge: **WHORTON,KIM**

Last Date Purge was Run: **JAN 18,1995@08:18**

Select INSTITUTION NAME: 791// **DENVER (DDC)**

ALLOW FREE TEXT ADDRESS: **ALLOW FREE TEXT ADDRESS**

TRANSMISSION QUEUE OPTIONS: **AUTO-QUEUE BATCH**

STANDARD QUEUE TIME FOR BATCH: **10P**

MULTIPLE STATION ORDERS: **ONE STATION**

ALLOW MULTIPLE APPROVAL: **ALLOW MULTIPLE
APPROVAL**

APPROVAL PROCESS: **SUPERVISORS ONLY**

CERTIFICATION APPROVAL: **AUDIOLOGISTS & SUPERVISORS**

ISSUE APPROVAL: **AUDIOLOGISTS & SUPERVISORS**

DISPLAY ERRORS ON MENU ENTRY: **DISPLAY ERRORS**

PSAS ELIGIBILITY DETERMINATION: **ALLOW REQUESTS TO PSAS**

ORDER DELIVERY ROUTING: **126**

OF DAYS TO SAVE INCOMPLETE: **30**

OF DAYS TO SAVE DISAPPROVED: **30**

OF DAYS TO SAVE ERRORS: **30**

OF DAYS TO SAVE COMPLETE: **30**

OF DAYS TO SAVE REJECTS: **30**

OF DAYS TO SAVE CANCELS: **30**

EXTENDED CLINIC: **DENVER (DDC)**

EXTENDED CLINIC ROUTING: **126**

Audiologist Approval Privileges (AS)

This option gives the ADPAC the ability to assign Audiologist privileges to individual users. The ADPAC must hold the **RMPE SUPERVISOR** and **RMPE SYSTEM MANAGER** Security Keys to access this option.

This option will only allow the ADPAC to designate individuals as Audiologists if the site has elected to allow Audiologists to approve, issue, and disapprove orders (Parameter # 6). Individuals designated as Audiologists may access the Approve/Disapprove Orders option on the main menu, but may not perform supervisory functions.

Terminal interaction is shown below:

Select User: **USER,TEST 1**

Add Audiologist approval privileges for TEST,USER? NO// **YES**

*** AUDIOLOGIST APPROVAL PRIVILEGES ADDED ***

Select User: **USER,TEST 2**

USER,TEST 2 already has Audiologist approval privileges.

Do you wish to delete the privileges? NO// **YES**

*** AUDIOLOGIST APPROVAL PRIVILEGES DELETED ***

Product, Component & Battery Enter/Edit (EE)

This option must be used with caution. It is used by Supervisors to Enter/Edit hearing aid products, components and batteries in the Remote Inventory Product file, as directed by the DDC. All items must be edited EXACTLY as directed by the DDC. Any variances will cause the item to be rejected by the DDC database. Proper editing will allow the updating of product lists on an ongoing basis.

A sample terminal interaction follows:

PRODUCT, COMPONENT & BATTERY ENTER/EDIT

***** USE THIS OPTION WITH CAUTION *****

Products, components and batteries must be entered or edited ONLY as directed by the DDC.

If entries vary in any way (even by one character) from the entry in the DDC file, all orders for which this entry is chosen will be rejected.

ENTER/EDIT PRODUCTS

If you are entering a product that has components or batteries the components and batteries must be entered into the Component File and Battery File before they can be chosen through this option.

ONLY enter components and batteries for a product if they are DDC approved.

Fields:

- Remote Inventory Product Item Name
 - Make
 - Product Group
 - Price
 - NSN
 - Requires Second Battery Type

Unit of Issue

Component

Battery Type

ENTER/EDIT COMPONENTS

ONLY enter components that are currently on contract.

Fields:

- Hearing Aid Components Component Name
Order Code

ENTER/EDIT BATTERIES

ONLY enter batteries that are distributed by the DDC.

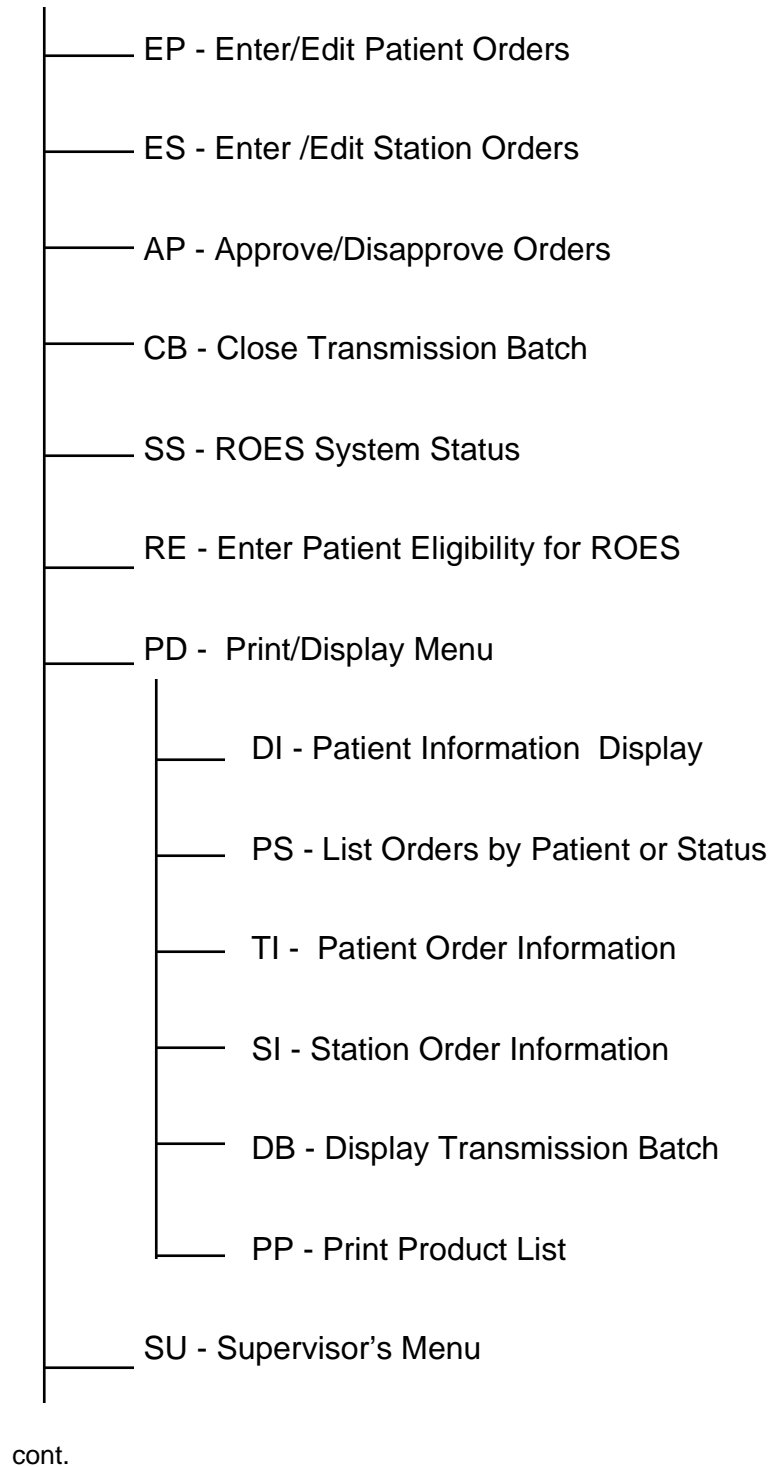
Fields:

- Battery

Package Operation PSAS

The options in **ROES** have been designed for easy use by VA facilities. Detailed explanations of each option are given on the following pages. Further explanations of system functions are described in the **Functional Description** section (page 7) of this manual.

PSAS Remote Order/Entry System Menu Diagram



SU - Supervisor's Menu cont.

Locked: RMPF SUPERVISOR

RT - Remove Order from a
Batch

QB - Queue a Batch for
Transmission

CH - Change Order or Batch Status
Locked: RMPF SYSTEM MANAGER

IN - Inactivate a Line Item
Locked: RMPF SYSTEM MANAGER

PT - Purge Orders
Locked: RMPF SYSTEM MANAGER

OP- Remote Order/Entry Parameters for PSAS
Locked: RMPF SYSTEM MANAGER

EE - Enter/Edit Product File
Locked: RMPF SYSTEM MANAGER

Enter/Edit Patient Orders (EP)

With this option a user may enter all orders that relate to a specific patient. The majority of orders will be entered through this option.

A user will begin by selecting a patient. The REMOTE ORDER/ENTRY PATIENT INFORMATION Screen will be displayed for that patient. If the patient chosen is eligible for DDC orders, the user may enter <RETURN> to continue to the edit functions or <^> to exit.

ENTER/EDIT PATIENT ORDERS

Select Patient: VETERAN,JOHN Q

PSAS Patient Information

REMOTE ORDER/ENTRY PATIENT INFORMATION	
Station: 791 - DENVER (DDC)	FEB 01, 1994
<hr/>	
Name: VETERAN,JOHN Q	SSN: 123-45-6789
DOB: FEB 22, 1922	
Address: SUITE 0	Start Date: Jan 1, 1993
STREET 1	End Date: Jan 10, 1995
DENVER, CO 80220	
Phone:	
<hr/>	
** DHCP PATIENT FILE DETERMINATION OF ELIGIBILITY FOR ROES ORDERS **	
Veteran Eligibilities: SERVICE CONNECTED 50% to 100%	VERIFIED
AID & ATTENDANCE	OCT 04, 1993
Patient is: ELIGIBLE	
Priority Reason for Eligibility: SERVICE CONNECTED 50% to 100%	
Enter <RETURN> to continue or <^> to exit:	

If the patient does not meet one of the eligibility requirements (page 9), order-specific information cannot be entered.

Existing orders for the patient will be displayed.

PSAS Patient Orders

REMOTE ORDER/ENTRY PATIENT ORDERS							
Station: 791 - DENVER (DDC)				FEB 15, 1994			
Patient: VETERAN,JOHN Q		SSN: 123-45-6789		DOB: FEB 22, 1922			
Status		Order					
<u>#</u>	<u>Date</u>	<u>Status</u>	<u>Type</u>	<u>Ordered By</u>	<u>Date</u>	<u>MSG</u>	<u>Item(s)</u>
1.	02-15-94	APPROV	PROSTH	WHORTON,KIM	02-15-94		NON-CONTRACT
Total Orders: 1							
Select a number, <A>dd or <RETURN> to exit:							

One of the existing orders may be edited by selecting the line **NUMBER** of the order. An <A> may be entered to add a new order. Enter <RETURN> to exit to the menu. Go to page 131 for a discussion of the <A>dd option.

To Edit an Existing Order

When an existing order is selected, a detailed display of information related to that order will be shown. Screens for each order will contain data specific to that order type.

PSAS Order Detail

REMOTE ORDER/ENTRY ORDER INFORMATION									
Station: 791 - DENVER (DDC)					JUL 07, 1994				
Patient: VETERAN,JOHN Q			SSN: 123-45-6789			DOB: FEB 1922			
Order Date/Time: JUL 07, 1994@09:35					[1] Ordered By: SMITH,JOHN J				
Order Type: PROSTHETIC ITEM ORDER					[2] Order Date: JUL 07, 1994				
Status: PENDING					[3] Deliv. Cat.: ROUTINE				
Entered By: SMITH,JOHN J									
Eligibility: SERVICE CONNECTED 50% t									
[4]					SC/		Spec		
	<u>Prosthetic Item</u>	<u>Qty</u>	<u>Price</u>	<u>Typ</u>	<u>Disabil.</u>	<u>NSC</u>	<u>Categ.</u>	<u>Cat.</u>	<u>Stat.</u>
1	PPL-NARROW-MED	1	5.89	I	BLD/AO	S	SC/OP		ERROR
Total Price: \$5.89									
[5] Remarks: TESTING									
Enter number, <E>dit, <D>elete or <RETURN>:									

The user may select by **number** the fields that are editable, **Delete** the order, or <**RETURN**> to continue.

The user will only get the Edit and Delete choices if the order is in an editable status. If it is not in an editable status, the order will be displayed with <RETURN> as the only option.

To Add a New Order

Do you wish to add an order? NO// Y

To add an order, the user will be asked for the type of order to enter. Only patient type orders may be chosen. At this point the user has the opportunity to edit the eligibility. This screen is displayed as follows:

PSAS Patient Eligibility Screen

ENTER/EDIT ELIGIBILITY		
Patient: Veteran, John Q	SSN: 123-45-6789	DOB: FEB 20, 1922
<hr/>		
Eligibility determined from the DHCP database: SERVICE CONNECTED 50% to 100%		
***	DO NOT EDIT UNLESS YOU ARE SURE YOU WANT TO SEND	***
***	ANOTHER ELIGIBILITY TO THE DDC	***

Do you wish to edit the eligibility? NO//

Enter a <Y>es if you wish to select an eligibility,
<N>o, or <RETURN> if you wish to continue.

The user will be prompted for all information that may be entered for the order. After the order is completed, users will see the PATIENT ADDRESS SCREEN (page 139) and may edit that information.

Certain data elements are required for each order before it can be transmitted. The screen will display a warning message if any required data is missing or if any of the data fields conflict in meaning. This warning is "Missing Required Information:", followed by the missing field name(s). This message will not be seen if the information is complete. The status of the order will remain INCOMPLETE until all required data has been entered. It will then change to PENDING.

Narratives for each order type will follow. Specific fields to be entered and fields required for completion are listed with each order type.

Select Type of Order:

Choose From:

Assistive Device Registration

Battery Order

Demographic/Eligibility Update

Prosthetic Item Order

Assistive Device Registration

The ASSISTIVE DEVICE REGISTRATION order is used to register assistive devices that have been purchased as non-contract devices by the clinic, or that have been acquired by the patient from some other source (e.g., personal purchase, military purchase, etc.). The registration of these devices in the DDC database establishes authorization for the DDC to provide services and supplies for applicable commodities.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "•" must be entered before the order can receive a PENDING status.

Select Type of Order: **ASSISTIVE DEVICE REGISTRATION**

Fields:

- Requested By
- Request Date
- Disability Code
- Remarks
- Item

For Each Line Item:

- Line Item Make
- Line Item Model
- Item Serial # (only valid serial numbers - not NA, NONE, etc.)
- Acquisition Date
- Battery Type Furnished
- Purchased By
- Serial Number of Replaced Item

Battery Order

This order type may be used to order batteries for an authorized device belonging to an eligible patient. A user may select from a list of batteries available from the DDC. The user will also be prompted for the product group of the item for which the batteries are being ordered.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PENDING status.

If the type of battery ordered is backordered when the **ROES** order is received, the DDC will return an update placing the order in the status BACKORDERED. The order may be canceled or it will be filled when the product is replenished at the DDC

Select Type of Order: **BATTERY ORDER**

Fields:

- Ordered By
- Order Date
- Disability Code
- Delivery Category
- Remarks
- Item

For Each Line Item:

Quantity

- Product Group Requested for

Demographic/Eligibility Update

The main function of this option is to allow the user to edit the patient's disability. To view or edit the address information is an additional choice in this option. Address changes may be applied to either the permanent or temporary address.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "•" must be entered before the order can receive a PENDING status.

Select Type of Order: **DEMOGRAPHIC/ELIGIBILITY UPDATES**

Fields:

- Requested By
- Request Date
- Disability Code

Prosthetic Item Order

The PROSTHETIC ITEM ORDER is used to order Aids for the Blind, Prosthetic (Stump) Socks, Prosthetic Components and Flexible Orthoses for eligible patients. Multiple line items may be selected for an order

The system will prompt for the following data fields to complete the order. Data for fields marked with an "•" must be entered before the order can receive a PENDING status.

Select Type of Order: **PROSTHETIC ITEM ORDER**

Fields:

- Ordered By
- Order Date
- Delivery Category
- Remarks
- Item

For Each Line Item

- Quantity
- Brand Preference
- Brand Request
- Type of Order
- Disability Code
- SC/NSC for Disability
- Patient Category
- Special Category

Following the ORDER INFORMATION screens, the PATIENT ADDRESS INFORMATION screen is presented.

PATIENT ADDRESS SCREEN

*** Data Extracted From DHCP Patient File. You May Enter A New Address. ***

If a **ROES** address has been entered for the patient, users will see a flag below the order information displayed as follows:

*** Free Text Address ***

This screen (page 139) displays the patient's address from the DHCP Patient File on the left and the "**ROES** address" on the right. The "**ROES** address" will be blank unless a new address has been entered (from the command line at the bottom of the PATIENT ADDRESS Screen).

New addresses should be entered if the patient indicates that the address in the Patient File is wrong. **ROES** will use the "**ROES** address", if it exists, as the address sent to the DDC with the order. The DDC will update its database with that address.

Users will be able to enter up to three address lines, the city, state and zip code. If the address is a temporary address, the begin and end date should be entered.

NOTE: If the address in the DHCP Patient File is wrong, the patient should be sent to MAS to update the Patient File records with the new address.

PSAS Patient Address Screen

PATIENT ADDRESS	
Station: 791 - DENVER (DDC) OCT 29, 1991	
Patient: <u>VETERAN,JOHN Q</u> SSN: 123-45-6789 DOB: <u>JAN 1, 1932</u>	
<u>DHCP PATIENT FILE</u>	<u>ROES PATIENT ADDRESS</u>
Addr [1]: SUITE 0	Addr [1]: TSUITE 0
Addr [2]: STREET 1	Addr [2]: TSTREET 1
Addr [3]:	Addr [3]:
City: DENVER	City: DENVER
State: COLORADO	State: COLORADO
Zip: 80220	Zip: 80220
	Begin: SEP 29, 1991
	End: JAN 31, 1992
** PERMANENT ADDRESS **	** TEMPORARY ADDRESS ***

Do you wish to edit the **ROES** address for this patient? NO// **YES**

ADDRESS LINE 1: TSUITE 0// <RETURN>

ADDRESS LINE 2: TSTREET 1// <RETURN>

ADDRESS LINE 3: <RETURN>

CITY: DENVER// <RETURN>

STATE: COLORADO// <RETURN>

ZIP CODE: 80220// <RETURN>

Is this a <T>emporary or <P>ermanent Address? P// **TEMPORARY**

ADDRESS BEGIN DATE: **SEP 29, 1991**

ADDRESS END DATE: **JAN 31, 1992**

Approving The Order

If an order achieves a status of PENDING and the user who is entering the order has approval privileges, the user will see the following prompt when exiting the REMOTE ORDER/ENTRY ORDER Screen.

APPROVE this order? YES//

If <Y>es is entered, the order status will be updated to APPROVED and the order will be placed in the open batch. If <N>o is entered, the status of the order will remain PENDING.

Enter/Edit Station Orders (ES)

Station Orders are **ROES** orders, related to items controlled by the clinic, but not issued to a patient. Each type of Station Order will be described in the following pages with the specific information related to that order type.

When all of the required fields have been entered, the order will have a status of **PENDING**. Upon approval by a designated official, the order will be available for transmission to the DDC.

The Enter/Edit method for all Station Orders is basically the same. When entering a new order, a user will be asked for each of the data fields related to that order type. When all fields have been asked, any item information entered will be displayed. Data for each item entered may be edited or deleted at this point or a new item may be entered.

When editing of the item information is complete, a user should enter a **<RETURN>** to display all order information. Included in the display will be the station number, current date, and all order specific information, including the status of the order (determined by the responses to the Enter/Edit prompts for the order type).

At this point a user may edit or delete the entire order or may enter **<RETURN>** to exit to the **REMOTE ORDER/ENTRY ORDER LIST** screen.

If a user selects an existing order, the **ROES STATION ORDER INFORMATION** screen (page 142) will be displayed. If the order has a status of **INCOMPLETE** or **PENDING**, the user may proceed as described for a new order by choosing **<E>** for edit, or delete the entire order by choosing **<D>** for delete. Entering a **<RETURN>** will exit the screen.

An example of user interaction is shown on the next page, followed by descriptions of each order type.

PSAS Station Order Information

REMOTE ORDER/ENTRY ORDERS

Station: 791 - DENVER (DDC)

FEB 15, 1994

Status				Order		
<u>#</u>	<u>Date</u>	<u>Status</u>	<u>Type</u>	<u>Ordered By</u>	<u>Date</u>	<u>MSG</u>
1.	01-21-94	TRANS	PROSTHETIC ITEM STOCK	SHIELDS,ROB	01-21-94	
2.	01-21-94	PEND	PROSTHETIC ITEM STOCK	JONES,JANE	01-21-94	

Total Orders: 2

Select a number to edit, <A>dd or <RETURN> to exit: A

Battery Stock Order

This option is provided as a way for the station to order batteries for local station stock.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "*" must be entered before the order can receive a PENDING status.

If the type of battery ordered is backordered when the **ROES** order is received, the DDC will return an update placing the order in the status BACKORDERED. The order may be canceled or it will be filled when the product is replenished at the DDC

Select Type of Order: **BATTERY STOCK ORDER**

Fields:

- Ordered By
- Order Date
- Delivery Category
- Remarks
- Item

For Each Line Item:

- Quantity

Prosthetic Item Stock Order

This option is provided as a way for the station to order additional prosthetic items from the remote item inventory file for station stock. Stock items are issued by stations to eligible patients.

The system will prompt for the following data fields to complete the order. Data for fields marked with an "•" must be entered before the order can receive a PENDING status.

Select Type of Order: **Prosthetic Item Stock Order**

Fields:

- Ordered By
- Order Date
- Delivery Category
- Remarks
- Item

For Each Line Item:

- Quantity

Approve/Disapprove Orders (AP)

This option is used for approval or disapproval of orders that have been entered through the Enter/Edit options. Orders **MUST** be approved by an authorized individual before they can be placed in a transmission batch to be sent to the DDC.

Users may approve orders if system parameter number 6 (page 186) has been set to allow ALL. All individuals who have been designated by the ADPAC as a supervisor may approve orders. Users attempting to access this option without the proper authority will receive the message:

***** YOU HAVE NOT BEEN DESIGNATED AS A SUPERVISOR *****

Orders may be viewed individually for approval, or, if the system parameter has been set to allow multiple approval, groups of orders may be approved without individual review. When a user chooses to approve multiple orders, orders may be selected in the following groups:

- a. ALL orders
- b. All orders ordered by a selected individual
- c. All orders of a specific order type

Only orders with the status of PENDING will be displayed. When an order is approved, it is automatically put into the open order batch. If no order batch is currently open, a batch is created automatically.

An example of terminal interaction follows:

Select Remote Order/Entry System PSAS Menu Option: **AP**
Approve/Disapprove Orders

APPROVE/DISAPPROVE ORDERS

APPROVAL will place an order in the open transmission batch with the status APPROVED

DISAPPROVAL will terminate that order with a status of DISAPPROVED

-

The user is shown the existing orders that are in a PENDING status and are asked to choose the order to approve or disapprove.

PSAS Station Orders

REMOTE ORDER/ENTRY ORDERS							
Station: 791 - DENVER (DDC)						FEB 15, 1994	
<hr/>							
Status						Order	
<u>#</u>	<u>Date</u>	<u>Status</u>	<u>Type</u>	<u>Patient</u>	<u>Ordered By</u>	<u>Date</u>	<u>MSG</u>
1.	01-21-94	PEND	PROST	N/A	JONES,JANE	01-21-94	
Total Orders: 1							
Select an order number or <RETURN> to exit: 1							

PSAS Approval/Disapproval Station Order Information

REMOTE ORDER/ENTRY STATION ORDER INFORMATION

Station: 791 - DENVER (DDC)

FEB 15, 1994

Order Date/Time: JAN 21, 1994@09:36 Ordered By: JONES,JANE
Order Type: PROSTHETIC ITEM ORDER Order Date: JAN 21, 1994
Status: PENDING Deliv. Cat.: PRIORITY
Entered By: WHORTON,KIMBERLY ANN FO

	<u>Flexible Orthoses</u>	<u>Quantity</u>
1.	A-4 38	1

Total Price: \$19.08

-

Remarks: TESTING

Enter <A>pprove, <D>isapprove or <^> to exit

Fields:

- Reason

Close Transmission Batch (CB)

This option is used to close an open transmission batch. This process makes the batch available for transmission to the DDC.

The currently open batch name will be displayed with the number of orders in the batch. A user may then display a list of orders in the batch.

Once a user has examined the orders, the user may close the batch. NOTE: If the batch is closed, it cannot be re-opened and it will be transmitted according to the time set in the parameter file (See page 185). Entering **"YES"** will cause the batch to be built and queued for transmission and the status of the batch will be set to QUEUED FOR TRANSMISSION. If **"NO"** is entered, no action is taken.

If system parameter number 2 (page 184) has been set to "CHOOSE QUEUE TIME FOR BATCH", users will have to enter the date and time that they wish to queue the batch for transmission.

If system parameter number 2 has been set to "AUTO-QUEUE OF BATCH", the batch will be closed automatically at the time entered in parameter number 3.

An example of terminal interaction is shown below:

Select Remote Order/Entry System PSAS Menu Option: **CB Close Transmission Batch**

CLOSE TRANSMISSION BATCH

Currently Open Batch:

Date/Time Opened: FEB 15, 1994@10:06

Number in Batch: 3

Display batch entries? YES//

PSAS transmission Batch Entries

REMOTE ORDER/ENTRY TRANSMISSION BATCH ENTRIES					
Station: 791 - DENVER (DDC)			FEB 15, 1994		
Batch: FEB 08, 1994@16:04		Status: OPEN		Number Active: 3	
#	<u>Order Date/Time</u>	<u>Type</u>	<u>Ordered By</u>	<u>Patient</u>	<u>Deleted</u>
1.	FEB 08, 1994@16:02	PROSTH	WHORTON,KIM	VETERAN,J	
2.	FEB 08, 1994@16:25	PROSTH	WHORTON,KIM	N/A	
3.	FEB 09, 1994@07:21	PROSTH	SMITH,JOHN	N/A	
Total Orders in Batch: 3					

By closing this batch, you will make the batch available for transmission to the VA Denver Distribution Center.

Close this batch? NO// **YES**

*** BATCH CLOSED ***

Requested Start Time: NOW// **FEB 15,1994@14:55**

Close this batch? NO//

ROES System Status (SS)

This option may be used to display the number of orders in each status that currently exist in the database.

Totals will be listed by status name, the date of the oldest order in that status, and an indicator of unread messages.

Terminal interaction is shown below:

PSAS System Status

REMOTE ORDER/ENTRY SYSTEM STATUS			
<u>Station: 791 - DENVER (DDC)</u>		<u>OCT 28, 1991</u>	
	Current		Messages
<u>Order Status</u>	<u>Number</u>	<u>Oldest Date</u>	<u>To Read</u>
INCOMPLETE	2	OCT 15, 1991	NO
APPROVED	3	OCT 12, 1991	NO
TRANSMITTED	35	SEP 27, 1991	NO
ISSUE DATE PENDING	12	OCT 01, 1991	YES
COMPLETE	86	JUN 13, 1991	NO
Enter <RETURN> to continue			

Enter Patient Eligibility for ROES (RE)

Eligibility for ASPS **ROES** orders is determined from information in the DHCP patient database. There are several types of eligibility (e.g. NSC - VOCATIONAL REHAB) that cannot presently be determined automatically. ASPS will make an electronic request to PSAS for the eligibility determination of a patient in this group. With their request they will send a proposed eligibility.

This option (RE) allows PSAS users to enter an eligibility for a patient, or to accept the proposed eligibility as entered by an ASPS user. Sample screens and terminal interactions follow.

PSAS - Orders Pending Eligibility Determination Screen

ROES ORDERS PENDING ELIGIBILITY DETERMINATION				
Station: 791 - DENVER (DDC)			DEC 28, 1994	
#	Request Date	Patient Name	SSN	Proposed Eligibility
1	DEC 28, 1994@09:46	VETERAN,J	123-45-6789	NSC-VOCATIONAL REHAB
2	DEC 28, 1994@10:09	VETERAN,K	704-00-0044P	NSC-POST HOSPITAL CARE
3	DEC 28, 1994@10:45	VETERAN,K	704-00-0044P	NSC- NURSING HOME CARE
4	DEC 28, 1994@13:58	VETERAN,L	555-55-5555	NSC-ADJUNCT CARE
Total Orders: 4				
Type the number of the order to process, <P>rint or <RETURN> to continue:				

PRINT ELIGIBILITY DETERMINATION SCREEN

If the <**P**>rint option is chosen the user will see the following prompts:

DEVICE: HOME// **LAT TERMINAL**

The above screen would then print out on the screen or selected printer.

PROCESS ELIGIBILITY DETERMINATION FOR ORDER

If order number two were selected, the following screen and prompts would occur:

PSAS - Patient Eligibility Determination Screen

REMOTE ORDER/ENTRY PATIENT INFORMATION	
Station: 791 - DENVER (DDC)	DEC 28, 1994
<hr/>	
Name: VERERAN,JOHN Q	SSN: 704-00-0044P
DOB: 1944	
Address: Z STREET	
GOLDEN, CO 80401	
Phone: 898-9999	
<hr/>	
*** DHCP PATIENT FILE DETERMINATION OF ELIGIBILITY FOR ROES ORDERS ***	
Patient is: INELIGIBLE FOR ROES ORDERS	
Priority Reason for Ineligibility: ELIGIBILITY NOT VERIFIED	
<hr/>	
Proposed Eligibility: PRISONER OF WAR	
Entered By: WHORTON,KIMBERLY ANN FONDREN	
<A>ccept, <E>dit, <R>eject or <RETURN> for no action:	

ACCEPT PATIENT ELIGIBILITY AS PROPOSED

If the <A>ccept option is chosen the user will see the following message:

Eligibility accepted as: PRISONER OF WAR ..

*** Message sent to ASPS mail group ***

A message is sent to the RMPF ROES UPDATES ASPS mail group indicating the result of the processing.

EDIT PATIENT ELIGIBILITY

If the <E>**dit** option is chosen the user will see the following prompts:

ELIGIBILITY: NSC - ADJUNCT CARE

ELIGIBILITY COMMENT: Free text message to ASPS concerning eligibility determination

Eligibility changed to: NSC - ADJUNCT CARE

*** Message sent to ASPS mail group ***

A message is sent to the RMPF ROES UPDATES ASPS mail group indicating the result of the processing.

REJECT PATIENT ELIGIBILITY

If the <R>**ej**ect option is chosen the user will see the following prompts:

ELIGIBILITY COMMENT: free text message explaining rejection

Record rejected with NO ELIGIBILITY ..

*** Message sent to ASPS mail group ***

A message is sent to the RMPF ROES UPDATES ASPS mail group indicating the result of the processing.

Print/Display Menu (PD)

This menu contains the following options:

- DI Patient Information Display
- PS List Orders by Patient or Status
- TI Patient Order Information
- SI Station Order Information
- DB Display Transmission Batch
- PP Print Product List

Each option is discussed in order of appearance on the menu.

Patient Information Display (DI)

This option allows a user to select a patient and to display and/or print a screen of the patient's basic demographic and eligibility data as used by **ROES**. Information displayed is extracted from the DHCP Patient File at the local station. No information displayed on this screen is entered or edited by **ROES**; however, the information is transmitted with an order to the DDC so that it may be used in updating the DDC database.

Demographic information includes patient name, date of birth, Social Security Number, VA Claim Number and patient address (including temporary address information, when available).

All criteria that may affect the patient's eligibility for orders will be listed. The eligibility criterion with the highest priority (as determined from the hierarchy defined on page 9) is displayed. The display will include the eligibility verification status and the date the eligibility was verified.

If changes need to be made to any of the data contained on this screen, users should contact Medical Administrative Service (MAS) at the local station to make updates to the file. This action should occur prior to transmission of any orders to the DDC.

Users will see a message at the bottom of the screen indicating whether or not the Patient File information indicates that the patient is eligible for DDC orders. The primary reason for the eligibility determination will be displayed under the message.

NOTE: Stations will have difficulty with eligibility determinations if their DHCP patient database is not current. If a problem is encountered, MAS should be contacted to update eligibility in the Patient File. The DHCP HINQ software may be used to assist MAS with this process. In addition, clinic schedules may be printed and files checked for eligibility in advance of appointments.

A hard-copy output of the screen may be queued to a printer by choosing the <**P**>**rint** option from the command line. An example of

user interaction and a **ROES** Patient Information Screen is shown below.

Select Patient: **VETERAN,JOHN Q**

PSAS Patient Information Screen

PATIENT ADDRESS INFORMATION	
Station: 791 - DENVER (DDC)	NOV 30, 1990
<hr/>	
Name: VETERAN,JOHN Q	SSN: 123-45-6789
DOB: FEB 22, 1922	Claim #: 44-44-444
Address: SUITE 0	Temporary: TSUITE 0
STREET 1	TSTREET 1
DENVER, CO 80220	DENVER, CO 80220
Phone: (303) 231-5010	Start Date: SEP 30, 1990
End Date:	JAN 1, 1991
<hr/>	
*** DHCP PATIENT FILE DETERMINATION OF ELIGIBILITY FOR ROES ORDERS ***	
Veteran Eligibilities: SC 50% - 100%	VERIFIED
POW	MAR 3, 1990
HOUSE BOUND	
Patient Is: ELIGIBLE	
Priority Reason for Eligibility: SC 50% - 100%	
Type <RETURN> to continue or <P>rint: P	

DEVICE: HOME// **AUD PRT1**

Requested Start Time: NOW// **<CR>**

List Orders by Patient or Status (PS)

This option gives a user the ability to display or print a list of orders either by patient or by order status. Order lists will always be displayed in reverse chronological order by status date and time. It should be noted that not all orders entered through **ROES** will always be available because of the ability to permanently purge orders from the local station's database.

If a user chooses to display orders by patient, the patient may be selected and a list will be displayed of all orders currently in the station's database for that patient.

If a user chooses to display orders by status, a list of all possible statuses will be shown (See **Appendix A**, page 197, for status definitions). If an "*" is entered at the "Select Status: " prompt, all orders in the database will be displayed. A decision may also be made to display only orders with a selected status or those in several statuses. The letters to the left of the status in the list should be entered at the prompt. Multiple status selections may be entered, separated by commas.

A user may then choose to print all orders with the chosen status(es) or only those for a specific ordering official. If a user decides to print by ordering official, a prompt will appear to allow selection of that official. The orders printed will be limited to those with the selected official user in the "ORDERED BY" or "REQUESTED BY" field.

A user will then be prompted to display orders related to patients, orders related to the station stock, or both types of orders.

On all lists that include patient names, each patient's name will be followed by the last four digits of the patient's Social Security Number.

All order lists have a column titled 'MSG'. If an order has an unread message from the DDC, there will be three asterisks in this column.

A printed copy of the order lists may be obtained by typing <P>rint at the command line. The entire list of orders chosen will be printed.

Pages 158 and 160 give examples of the information displayed for each order. User interaction is described on the next page.

LIST ORDERS BY PATIENT OR STATUS

List Orders by <P>atient or by <S>tatus: **PATIENT**

Select PATIENT NAME: **VETERAN,JOHN Q**

PSAS Print/Display Patient Orders

REMOTE ORDER/ENTRY PATIENT ORDERS							
Station: 791 - DENVER (DDC)				FEB 15, 1994			
Patient: VETERAN,JOHN Q		SSN: 123-45-6789		DOB: FEB 22, 1922			
<hr/>							
Status				Order			
#	<u>Date</u>	<u>Status</u>	<u>Type</u>	<u>Ordered By</u>	<u>Date</u>	<u>MSG</u>	<u>Item(s)</u>
1.	02-15-94	APPROV	PROSTH	SMITH,JOHN	02-15-94		C-4-1-24
2.	02-15-94	APPROV	DEMO	SMITH,JOHN	02-15-94		
3.	02-15-94	APPROV	ASSTR	WHORTON,KIM	02-15-94		NON-
CONTRACT							
Total Orders: 3							
Type <RETURN> to continue, <P>rint or <^> to exit: <CR>							

[OR]

LIST ORDERS BY PATIENT OR STATUS

List Orders by <P>atient or by <S>tatus: **STATUS**

Enter a <*> to Display ALL Orders or

Enter One of More of the Following Statuses Separated by Commas:

<I>	INCOMPLETE
<P>	PENDING
<A>	APPROVED
<T>	TRANSMITTED
<E>	ERROR
<D>	DISAPPROVED
<C>	COMPLETE
<Q>	QUEUED FOR TRANSMISSION
<N>	CANCELED
<OT>	ORD-TRANS
<CT>	CAN-TRANS
	BACKORDERED

Select Status(es): **P,A**

Print for <A>**ll** or <S>**elected** ordering officials: ALL// **S**

Select Ordering Official: **SMITH,JOHN**

Display <P>**atient**, <S>**tation** or **oth** Types of Orders: B// **BOTH**

PSAS Print/Display Orders by Status Listing

REMOTE ORDER/ENTRY ORDERS							
Station: 791 - DENVER (DDC)					FEB 15, 1994		
Status			Order				
#	Date	Status	Type	Patient	Ordered By	Date	MSG
1.	02-15-94	APPROV	PROSTH	N/ASMITH,JOHN	02-15-94		
2.	02-15-94	APPROV	PROSTH	N/ASMITH,JOHN	02-15-94		
3.	02-15-94	APPROV	PROSTH	N/ASMITH,JOHN	02-15-94		
4.	02-15-94	APPROV	PROSTH	VETERAN,J -6789	SMITH,JOHN	02-15-94	
Total Orders: 4							
Type <RETURN> to continue, <P>rint or <^> to exit:							

Patient Order Information (TI)

The Patient Order Information option allows a user to display and print the data for a specific patient order.

A user will select a patient from the database. If there are **ROES** orders that have been entered for that patient, a list of existing orders will be displayed. An order may be selected by number or **<RETURN>** may be entered to exit.

If an order is selected, the user will see all order-specific information. Each order type has different data fields that will be displayed. These fields are described under the **Enter/Edit Patient Orders** option. An example may be seen on page 158. The command line will also allow a user to view other information about the order.

The screen may be printed by selecting the **<P>rint** option from the command line.

If the order being viewed has messages that have been received from the DDC, the command line will allow the user to select **<M>essages**. This selection will display all messages received with specific information about each message. An example of a message screen may be seen on page 165.

The REMOTE ORDER/ENTRY ORDER INFORMATION Screen only displays the currently active order.

Examples of the screens listed below may be seen on the following pages:

- | | |
|--------------------------------------|----------|
| 1. DDC ROES ORDER INFORMATION SCREEN | page 163 |
| 2. DDC EXTENDED INFORMATION | page 84 |
| 3. DDC MESSAGES SCREEN | page 165 |

PATIENT ORDER INFORMATION

Select PATIENT NAME: **VETERAN,JOHN Q**

PSAS Patient Order

REMOTE ORDER/ENTRY PATIENT ORDERS							
Station: 791 - DENVER (DDC)				FEB 15, 1994			
Patient: VETERAN,JOHN Q		SSN: 123-45-6789		DOB: FEB 22, 1922			
Status				Order			
<u>#</u>	<u>Date</u>	<u>Status</u>	<u>Type</u>	<u>Ordered By</u>	<u>Date</u>	<u>MSG</u>	<u>Item(s)</u>
1.	02-15-94	APPROV	PROSTH	SMITH,JOHN	02-15-94		C-4-1-24
2.	02-15-94	APPROV	DEMO	SMITH,JOHN	02-15-94		
3.	02-15-94	APPROV	ASSTR	WHORTON,KIM	02-15-94		NON-CONTRACT
Total Orders: 3							
Enter the number of the order to view detail or <^> to exit:							

If an order is selected by the user, the Order Detail Information screen will be displayed.

PSAS Patient Order Detail Information

REMOTE ORDER/ENTRY ORDER INFORMATION

Station: 791 - DENVER (DDC)

FEB 15, 1994

Patient: VETERAN,JOHN Q

SSN: 123-45-6789

DOB: FEB 22, 1922

Order Date/Time: FEB 15, 1994@11:11

Requested By: SMITH,JOHN

Order Type: DEMOGRAPHIC/ELIG

Request Date: FEB 15, 1994

Status: APPROVED

Disability: AMP/LBK

Entered By: SMITH,JOHN J

Eligibility: SERVICE CONNECTED 50%

Approved By: SMITH,JOHN J

Approval Date: FEB 15, 1994

Remarks:

*** DATA EXTRACTED FROM DHCP PATIENT FILE. YOU MAY ENTER A NEW ADDRESS. ***

Type <P>rint, E<X>tended, <M>essages, or <RETURN> to continue:

PRINT ORDER DETAIL

If the **<P>rint** option is selected, the user will be prompted for a device to generate a hard copy of the information on the above screen.

DDC MESSAGES

If the **<M>essages** option is selected the user will view the DDC MESSAGES screen. This screen shows the messages received from updates sent by the DDC. For each message the screen will show:

1. The date the order was processed by the DDC
2. The staff member that processed the order
3. The FTS number of DDC staff member
4. The status update received for the order.

The last column will display the initials of the last person who read the message (There will be no initials when the message is displayed for the first time). The action of reading the message automatically records the user as the last person that read the screen and removes the asterisks in the 'MSG' column of the REMOTE ORDER/ENTRY ORDERS LIST Screen.

The actual explanation of the status change is displayed in the message field.

If an order was updated to the status COMPLETE the message field will read: ORDER PLACED.

If the status was updated to ERROR the message field will display the reason for the error.

The DDC will occasionally send additional messages that do not affect the status of the order. These messages will be sent to ask for assistance in updating the DDC database or to further explain an action taken by the DDC.

The screen may be printed by selecting the <P>**rint** option from the command line.

See example of DDC MESSAGES Screen, page 165.

PSAS DDC Messages

DDC MESSAGES UPDATES				
Station: 791 - DENVER (DDC)		SEP 19, 1991		
Patient:	VETERAN,JOHN Q	SSN: 123-45-6789	DOB: FEB 02, 1922	
Trans.:	PROSTH			
Date:	SEP 17, 1991 @10:35			
<hr/>				
DDC		Last		
<u>Process Date</u>	<u>Sender</u>	<u>Telephone</u>	<u>Status Updated To</u>	<u>Read</u>
AUG 31,1991	TEST,USER	(303)-231-5015	ERROR	KAW
Message: NOT CURRENTLY UNDER CONTRACT				
Type <P>rint or <RETURN> to continue:				

EXTENDED INFORMATION

If the user selects the **E<X>tended** option from the Order Detail Information screen, the Order Extended Information on eligibility will be displayed.

PSAS Order Extended Information Screen

ROES ORDER EXTENDED INFORMATION		
Patient: VETERAN,JOHN Q	SSN: 123-45-6789	FEB 17, 1994
<hr/>		
Eligibility Entered By: SMITH,JOHN J		
Eligibility Entered On: FEB 15, 1994		
Type <RETURN> to continue or <P>rint:		

The **<P>rint** option will prompt the user for a device from which to obtain a hard copy of the information on the screen.

Station Order Information (SI)

Through this option a user may choose a station type of order and display or print all of its order specific information.

When entering the option, a user will see a list of all station orders in the database. A user may then choose one to view in detail or type **<RETURN>** to exit. The screen may be printed by selecting the **<P>rint** option from the command line. Each order type requires different data as described under the **Enter/Edit Station Orders** option.

If a message(s) from the DDC has been recorded for the order, a user will be able to display all messages by choosing **<M>essages** from the command line. Page 165, shows an example of a DDC MESSAGES Screen.

PSAS Station Orders List

REMOTE ORDER/ENTRY ORDERS					
Station: 791 - DENVER (DDC)				FEB 15, 1994	
<hr/>					
Status				Order	
#	<u>Date</u> <u>MSG</u>	<u>Status</u>	<u>Type</u>	<u>Ordered By</u>	<u>Date</u>
1.	02-15-94	DISAPP	PROSTHETIC ITEM STOC	JONES,JANE	01-21-94
2.	02-15-94	APPROV	PROSTHETIC ITEM STOC	SMITH,JOHN	02-15-94
3.	02-15-94	APPROV	PROSTHETIC ITEM STOC	SMITH,JOHN	02-15-94
4.	02-15-94	APPROV	PROSTHETIC ITEM STOC	SMITH,JOHN	02-15-94
5.	01-21-94	TRANS	PROSTHETIC ITEM STOC	SHIELDS,ROB	01-21-94
Total Orders: 5					
Select Order Number or <RETURN> to exit: 2					

PSAS Station Order Information

REMOTE ORDER/ENTRY STATION ORDER INFORMATION

Station: 791 - DENVER (DDC)

FEB 15, 1994

Order Date/Time: FEB 15, 1994@13:05

Ordered By: SMITH,JOHN

Order Type: PROSTHETIC ITEM ORDER

Order Date: FEB 15, 1994

Status: APPROVED

Deliv. Cat.: ROUTINE

Entered By SMITH,JOHN J

Approved By: SMITH,JOHN J

Approval Date: FEB 15, 1994

Flexible Orthoses

Quantity

1. A-4 40

1

Total Price: \$16.97

Remarks:

Type <P>rint, <M>essages, <RETURN> to continue or <^> to exit:<CR>

Display Transmission Batch (DB)

This option can be used to display a list of all orders that are in a transmission batch. If there is an open batch, users will be asked if they would like to see the currently open batch. If this prompt is answered **"NO"**, a list of batches with statuses other than **OPEN** will be displayed for selection. A user may select one of the batches or enter **<RETURN>** to exit.

Deleted orders will show the user who deleted the order and the reason for deletion. Deleted orders are not sent to the DDC at transmission time.

Users will have the option to print a hard copy of the transmission batch once it has been displayed.

An example of terminal interaction is shown below:

PSAS Display Order Batches

REMOTE ORDER/ENTRY ORDER BATCHES

<u>#</u>	<u>Batch Date/Time</u>	<u>Batch Status</u>	<u>Act</u>	<u>Date/Time Closed</u>	<u>Closed By</u>
1.	FEB 2,1991@8:00	OPEN	6		
2.	FEB 1,1991@9:00	CLOSED	2	FEB 1,1991@9:30	TEST,

Display currently open batch? **NO**

Select Batch Number: **1**

PSAS Transmission Batch Entries Display

REMOTE ORDER/ENTRY TRANSMISSION BATCH ENTRIES

Station: 791 - DENVER (DDC)

FEB 15, 1994

Batch: FEB 15, 1994@10:06

Status: OPEN

Number Active: 5

<u>#</u>	<u>Order Date/Time</u>	<u>Type</u>	<u>Ordered By</u>	<u>Patient</u>	<u>Deleted</u>
1.	FEB 15, 1994@08:39	ASSTR	WHORTON,KIM	VETERAN,JOHN Q	
2.	FEB 15, 1994@11:11	DEMO	SMITH,JOHN	VETERAN,JOHN Q	
3.	FEB 15, 1994@11:18	PROSTH	SMITH,JOHN	VETERAN,JOHN Q	
4.	FEB 15, 1994@12:30	PROSTH	SMITH,JOHN	N/A	YES
5.	FEB 15, 1994@12:57	PROSTH	SMITH,JOHN	N/A	
6.	FEB 15, 1994@13:05	PROSTH	SMITH,JOHN	N/A	

Total Orders in Batch: 6

Enter <RETURN> to continue, <P>rint or <^> to exit:

Print Product List (PP)

This option may be used to print a list of products available for selection during **ROES** orders.

Users will be asked if they wish to print all products or an individual product group. If **<A>ll** is chosen, every active item in the file will be printed. If **<I>ndividual** is chosen, users will be asked for the product group they wish to print. They will then be asked if they wish to print all items or an individual item. If **<A>ll** is chosen, all active items in the product group will print. If **<I>ndividual** is chosen, only the individual selected item will print.

Terminal interaction is shown below:

PRINT PRODUCT LIST

Select **<A>ll** or **<I>ndividual** Product Groups: **I**

Select REMOTE PRODUCT GROUP: **PROSTHETIC (STUMP)**
SOCKS

Print **<A>ll** items or an **<I>ndividual** item? A// **I**

Select REMOTE INVENTORY PRODUCT ITEM NAME: **W-3-1-10**

REMOTE ORDER/ENTRY SYSTEM				
PRODUCT LISTING				
<u>Product Group: PROSTHETIC (STUMP) SOCKS</u>			<u>Print Date: JAN 19, 1995</u>	
<u>Item</u>	<u>Price</u>	<u>Unit of Issue</u>	<u>NSN</u>	<u>AMIS</u>
W-3-1-10	5.00	3		
Total Items Printed: 1				

Supervisor's Menu (SU)

Remove Order from a Batch (RT)

This option may be used by anyone holding the **RMPF SUPERVISOR** Security Key to remove an order from a batch. It should be used if a mistake is discovered after the approval process is complete and the supervisor decides not to send the order to the DDC for processing.

Only batches with the status OPEN may be accessed. The Supervisor will see a description of the currently open batch, if one exists, and will be asked if the entries should be displayed. After displaying the orders in the batch, the supervisor may choose one or more of the orders, separating the numbers by commas.

A reason for deleting the order from the batch must be entered for each order. At that time the order is marked as deleted from the batch and the status of the order is set to DISAPPROVED. The order will then be deleted when the purge option is run (controlled by parameter number 11, page 189) or it may be edited and re-approved.

The user becomes the Disapproving User and the Disapproval Date is entered into the order file.

If all orders are deleted from the batch, the entire batch is deleted.

An example terminal interaction follows:

REMOVE ORDER FROM A BATCH

Currently Open Batch:

Date/Time Opened: FEB 15, 1994@10:06

Number in Batch: 6

Display Batch Entries? YES// **YES**

PSAS Remove Transmission Batch Entries

REMOTE ORDER/ENTRY TRANSMISSION BATCH ENTRIES					
Station: 791 - DENVER (DDC)			FEB 15, 1994		
Batch: FEB 15, 1994@10:06		Status: OPEN		Number Active: 6	
#	Order Date/Time	Type	Ordered By	Patient	Deleted
1.	FEB 15, 1994@08:39	ASSTR	WHORTON,KIM	VETERAN,JOHN Q	
2.	FEB 15, 1994@11:11	DEMO	SMITH,JOHN	VETERAN,JOHN Q	
3.	FEB 15, 1994@11:18	PROSTH	SMITH,JOHN	VETERAN,JOHN Q	
4.	FEB 15, 1994@12:30	PROSTH	SMITH,JOHN	N/A	
5.	FEB 15, 1994@12:57	PROSTH	SMITH,JOHN	N/A	
6.	FEB 15, 1994@13:05	PROSTH	SMITH,JOHN	N/A	
Total Orders in Batch: 6					
Enter <RETURN> to continue, <P>rint or <^> to exit:					

Enter Order Number Separated by Commas: **1**

Order: FEB 15, 1994@08:39

Are you sure you want to delete this order from the batch? NO// **YES**

Enter reason for deletion: **ENTRY ERROR**

*** ORDER DELETED FROM BATCH ***

Queue a Batch for Transmission (QB)

This option is used to queue a closed batch for transmission to the DDC. Users will see a list of transmission batches with the status of CLOSED, QUEUED FOR TRANSMISSION, or TRANSMITTED and may choose one from the list.

If they wish to see a list of orders in the batch, they may display the list before continuing with the transmission.

If a user chooses to continue with the transmission, a transmission batch will be built and queued to be sent to the DDC (at the time chosen or the time designated in parameter 3, page 185).

When the batch has been queued, the status of the batch and the status of each active order in the batch become QUEUED FOR TRANSMISSION. When the batch is actually sent to the DDC, the status of the batch and all orders will become TRANSMITTED.

An example of terminal interaction is shown below:

QUEUE A BATCH FOR TRANSMISSION

This option will allow you to queue the transmission of a batch to the DDC. Only batches with the status CLOSED or QUEUED FOR TRANSMISSION may be chosen.

PSAS Transmission Order Batches

REMOTE ORDER/ENTRY ORDER BATCHES					
<u>#</u>	<u>Batch Date/Time</u>	<u>Batch Status</u>	<u>Act</u>	<u>Date/Time Closed</u>	<u>By</u>
1.	FEB 2,1991@8:00	CLOSED	12	FEB 3,1991@3:00	TEST,
2.	FEB 1,1991@9:00	CLOSED	2	FEB 1,1991@9:30	TEST,

Select Batch Number: **1**

Display batch entries? YES// **YES**

PSAS Transmission Batch Entries

REMOTE ORDER/ENTRY TRANSMISSION BATCH ENTRIES				
Station: 791		JAN 31, 1991		
<u>Batch: JAN 31,1991@15:20</u>		<u>Status: TRANS</u>	<u>Number Active: 2</u>	
<u>#</u>	<u>Trans. Date/Time</u>	<u>Ordered By</u>	<u>Patient</u>	<u>Deleted</u>
1.	JAN 29, 1991@8:00	TEST,USER	VETERAN,JOHN Q	
2.	JAN 28, 1991@9:00	TEST,USER1	TEST,PAT 1	YES
3.	JAN 27, 1991@7:00	TEST,USER	TEST,PAT 2	
Total orders in Batch: 3				

Do you wish to continue with the transmission? NO// **YES**

*** QUEUED FOR TRANSMISSION ***

Change Order or Batch Status (CH)

This option may be used to change the status of an order or a batch. It should be used with extreme care and only when the user is completely sure of the outcome. Changing a status inappropriately may result in duplication of an order or information not transmitted to the DDC. This option should only be used when the status cannot be corrected through other software options. It is included only for the purpose of correcting problems occurring from unforeseen circumstances such as a computer crash or network problems.

The user will see a warning message and will then be asked if they wish to change an order or a batch. After a selection is made, the user must select the order or batch by date and time. The user will then have the ability to change the status of the order or batch. The current status will be defaulted and possible choices can be listed by entering a <?>. Explanations of each status are listed in Appendix A (page 197).

Terminal interaction is shown below:

***** WARNING *****

This option should only be used when the status of an order or a batch cannot be changed through a software option.

CHANGE ORDER STATUS

Edit a <O>rder, a atch or <RETURN> to continue: **O**

Select STATION ORDER ORDER DATE/TIME: **1-18-1995@15:59::31:00** BATTERY STOCK ORDER

PSAS Change Order Status Screen

REMOTE ORDER/ENTRY ORDER INFORMATION									
Station: 791 - DENVER (DDC)					JAN 19, 1995				
Patient: VETERAN,JOHN Q			SSN: 123-45-6789			DOB: FEB 22, 1922			
<hr/>									
	<u>Prosthetic Item</u>	<u>Qty</u>	<u>Price</u>	<u>Typ</u>	<u>SC/</u> <u>Disabil.</u>	<u>Spec</u> <u>NSC</u>	<u>Categ.</u>	<u>Cat.</u>	<u>Stat.</u>
1	W-3-1-10	3	15.00	I	AMP/LBK	S	SC/OP		ORD-T
Total Price: \$15.00									
Order Status: ORD-TRANS									
Enter Number(s) of Line Item(s) to change: 1									

ORDER TO CHANGE:

W-3-1-10 3 15.00 I AMP/LBK S SC/OP ORD-T

LAST STATUS: ORD-TRANS// **COMPLETE**

The screen will then display the changed order:

PSAS Change Order Status Screen 2

REMOTE ORDER/ENTRY ORDER INFORMATION

Station: 791 - DENVER (DDC)

JAN 19, 1995

Patient: VETERAN,JOHN Q

SSN: 123-45-6789

DOB: FEB 22, 1922

	<u>Prosthetic Item</u>	<u>Qty</u>	<u>Price</u>	<u>Typ</u>	<u>SC/</u> <u>Disabil.</u>	<u>Spec</u> <u>NSC</u>	<u>Categ.</u>	<u>Cat.</u>	<u>Stat.</u>
1	W-3-1-10	3	15.00	I	AMP/LBK	S	SC/OP		COMP

Total Price: \$15.00

Order Status: COMPLETE

Enter Number(s) of Line Item(s) to change: 1

CHANGE BATCH STATUS

Edit a <O>rder, a atch or <RETURN> to continue: **B**

Select TRANSMISSION BATCH ENTRY DATE/TIME: **10-30-1991@14:34**

STATUS OF BATCH: QUEUED FOR TRANSMISSION//
CLOSED

Inactivate a Line Item (IN)

This option allows an ADPAC to inactivate line items from the Remote Inventory Product File. Once inactivated, a line item may not be chosen for new order requests. The ADPAC must hold the **RMPF SUPERVISOR** and **RMPF SYSTEM MANAGER** Security Keys to access this option.

Inactivating a line item will make that item unavailable for selection in the ordering of new products. This option should be used to disallow items no longer under contract.

Extreme care should be taken when inactivating line items as inactivated items will no longer be available for ordering. This option is intended to be used in conjunction with official notice from the DDC for inactivating these products. This is an interim measure to be used between official updates of the Remote Inventory Product File.

If an item has already been inactivated, the ADPAC may re-activate the item through this option. Once again, extreme care should be taken in re-activating line items. Orders for items that are no longer under contract will be rejected by the DDC.

Terminal Interaction is shown below:

INACTIVATE A LINE ITEM

Inactivating a line item will make that item unavailable for selection in the ordering of new products. This option should be used to disallow items no longer under contract.

Select REMOTE INVENTORY PRODUCT ITEM NAME: W-3-1-10

OWW

PSAS Inactivate a Line Item

<u>Item</u>	<u>Make</u>	<u>Price</u>
W-3-1-10	OWW	\$4.59

Are you sure you wish to inactivate this item? NO// **Y**

*** ITEM INACTIVATED ***

Purge Orders (PT)

This option is to be used by the ADPAC to keep the local station's database to a minimum size. Running the routine will permanently remove orders no longer needed at the station level. Also, transmission batches with no active orders will be deleted. The ADPAC must hold the **RMPF SUPERVISOR** and **RMPF SYSTEM MANAGER** Security Keys to access this option. In Version 2.0 or the **ROES** purging is run as a background task.

Although care should be taken in running this option, it is suggested that the database be purged on a regular basis to keep the station file size as small as possible. The database maintained at the DDC will contain the permanent record of orders. This information may be accessed through the **DDC Remote Inquiry System**.

Orders will be permanently removed from the database if they have one of the statuses listed below AND if they have been in the database for a pre-determined period of time. This period of time is controlled by the "NUMBER OF DAYS TO SAVE" parameters whose descriptions start on page 188. If the parameters have not been set and this option is run, orders in these five statuses will be deleted 30 days from the point of entry.

The ADPAC will have the ability to view a list of the orders that will be deleted before the purge process is run.

The purging process also removes transmission batches if all of the orders listed in the batch have been completed (Status of COMPLETE or ERROR).

It is suggested that this option be run once a month during periods of low computer usage.

Terminal interaction follows:

***** WARNING *****

This routine will permanently purge orders from the database. The number of days to retain orders with a status that can be purged is controlled by the parameter file. If a status has no entry in the parameter file, it will be purged after 30 days.

ONLY orders with one of the following statuses will be purged:

<C>	COMPLETE	More than 30 days since last action
<D>	DISAPPROVED	More than 30 days since last action
<E>	ERROR	More than 30 days since last action
<I>	INCOMPLETE	More than 30 days since last action
<N>	CANCELED	More than 30 days since last action

Enter an <*> to purge all statuses or status(es) selected by letter(s): **C**

<P>rint orders to be purged or <RETURN> to continue: **P**

DEVICE: HOME// **LAT TERMINAL**

PSAS Orders To Be Purged

ORDERS TO BE PURGED						
Station:				JAN 31, 1991		
Status		Order				
#	<u>Date</u>	<u>Status</u>	<u>Type</u>	<u>Patient</u>	<u>Ordered By</u>	<u>Date</u> <u>MSG</u>
1.	06-21-94	INCOMP	PROSTH	VETERAN, -6789	JONES,JOHN	04-07-94
2.	04-18-94	INCOMP	PROSTH	N/A	USER,DEMO	04-11-94
Number of Orders to be Purged: 2						

Do you wish to purge these orders? NO// **YES**

Are you sure? NO// **YES**

Requested Start Time: NOW// <**RETURN**> (JAN
18,1995@15:41:54)

*** Request Queued ***

Remote Order/Entry Parameters for PSAS (OP)

This option allows the ADPAC to set up site parameters for a specific station. The station for the clinic that is the major user of the system should set up its parameters first.

If other unique stations are using the **ROES** software on that same computer system, each station should set up their own parameters and Parameter number 4 (page 185) should be set to allow multiple facilities. Users will be required to identify their station when signing on to **ROES**.

For example: the clinic at Medical Center 'A' would be the primary user of the **ROES** software on the computer system residing at Medical Center 'A'. Their parameters should be entered first. However, Outpatient Clinic 'B' also uses the same computer system, but **ROES** records should be recorded for Outpatient Clinic 'B' if done at that station. To accomplish this, Outpatient Clinic 'B' should also set up their own parameters through this option.

Parameters allow each station to customize certain operations of **ROES**. The ADPAC must hold the **RMPF SUPERVISOR** and **RMPF SYSTEM MANAGER** Security Keys to access this option.

Complete descriptions of each parameter and recommendations for setting the parameters are followed by a sample terminal interaction.

NOTE: The system parameters must be established before ROES will be fully functional.

1. **Allow Free Text Address** - This parameter allows a ADPAC to choose whether or not users will be allowed to enter a new address for a patient. If a **1** or **ALLOW FREE TEXT ADDRESS** is entered for this parameter, users will be asked during the Enter/Edit process if a new address should be entered. If a new address is entered for the patient, that address will be sent to the DDC instead of the address in the DHCP patient file at the remote station. This address will be used to update the DDC files. **There will be no change to the DHCP database at the station.** Arrangements should be made for the new address to be given to Medical Administrative Service (MAS) to update the station database.

If a **0** or **DON'T ALLOW FREE TEXT ADDRESS** is entered for the parameter, the new address question will not be asked.

Recommendation: This field should be set to **1** to allow the entry of a new address for a patient. This will ensure that the DDC records are corrected and that the patient will receive products mailed to a current address.

2. **Transmission Queue Options** - This parameter controls the time for the queuing of transmission batches. If **IMMEDIATE QUEUE OF BATCH** is chosen, the transmission batch is queued immediately after a batch is closed.

If **STANDARD QUEUE TIME FOR BATCH** is chosen, the ADPAC will be asked to enter a time of day for transmissions to be queued. If any transmissions exist, they will be queued at that time daily.

If **CHOOSE QUEUE TIME FOR BATCH** is chosen, the user will be asked at the time that the batch is closed for the time to queue the transmission batch.

If **AUTO-QUEUE OF BATCH** is chosen, any open batch will be automatically queued at the time entered in parameter number 3, without operator intervention.

NOTE: Before setting this parameter, the ADPAC should contact the IRM Service at the local station for suggestions regarding an appropriate setting.

Recommendation: The parameter should be set to **AUTO-QUEUE OF BATCH**. The time of day should then be set (under parameter #3) to a time when there is the least amount of traffic on the local computer system and the IDCU network.

The DDC will begin processing orders at midnight. Any orders received at the DDC after midnight will be processed the following work day.

3. Standard Queue Time For Batch - If the ADPAC has chosen to set a standard time for the queuing of a batch, the selected time will be entered at this prompt. If a time is not entered, the system will queue the batch immediately.

Recommendation: This field should be set to a time during the day when the local computer system and the network have the least amount of use. This information may be obtained from the local IRM Service.

4. Multiple Station Orders - If more than one station is using the software on the same computer system, this parameter should be set to **1** or **MULTIPLE STATIONS**. If only one station will be using the system, the parameter should be set to **0** or **ONE STATION**.

If the parameter is set to 0, the station of all users will be set to the station listed first in the **ROES** Parameter File. If **MULTIPLE STATIONS** is chosen, DUZ(2) will be examined for all users signing into **ROES**. If a user's station cannot be determined from DUZ(2), the user will be asked for a station. Designating a user's station will insure that adjustments in stock will be credited to the correct station.

Recommendation: This parameter should be set to **0** unless more than one station will be using the system.

5. Allow Multiple Approval -

If a **0** or **DO NOT REQUIRE APPROVAL OF ORDERS** is entered for the parameter, approval by a user other than the one entering the order will not be required..

If a **1** or **REQUIRE APPROVAL OF ORDERS** is entered, the supervisor will be required to review the Order Information Screen for each pending order prior to transmission.

If the ADPAC enters a **2** or **REQUIRE APPROVAL AND ALLOW MULTIPLE APPROVAL** for this parameter, the supervisors must approve orders prior to transmission, but multiple orders may be approved at one time.

Recommendation: This parameter should be set to "**REQUIRE APPROVAL AND ALLOW MULTIPLE APPROVAL**" so that the supervisor is aware of all orders transmitted and may review/approve pending orders as needed.

6. Approval Process - ADPACs may choose to allow only users that have been designated as Supervisors to approve/disapprove orders, to allow all PSAS staff to perform the review, or to not check for any approval.

If the parameter is set to **SUPERVISORS ONLY** or is not set, only users that have been given the Supervisor Security Key will be allowed to approve/disapprove orders.

If the parameter is set to **ALL PSAS STAFF**, only PSAS staff members can approve or disapprove orders.

If the parameter is set to **NO APPROVAL REQUIRED**, approval will not be checked before transmitting.

Recommendation: This parameter should be set to **SUPERVISORS ONLY** so that a supervisor must review all orders before they are sent to the DDC.

7. Eligibility Edit Capability - If **0** or **NO EDIT OF DHCP ELIGIBILITY** is entered, orders may not be entered for a patient unless eligibility can be determined from the DHCP database.

If **1** or **EDIT OF DHCP ELIGIBILITY BY SUPERVISOR** is entered, only supervisors can enter eligibilities not determined from the DHCP database.

If **2** or **EDIT OF DHCP ELIGIBILITY BY ANYONE** is entered, any PSAS user may enter eligibility for a patient.

Recommendation: This parameter should be set to allow **EDIT OF ELIGIBILITY BY ANYONE** to allow all PSAS employees with **ROES** access to enter eligibility information, unless there are users at the station with insufficient training on eligibility issues to correctly enter such information.

8. Display Errors on Menu Entry - ADPACs may choose to have all **ROES** users in their Service receive a list of error messages pending when the users sign on to the **ROES** system. If this parameter is set to **DISPLAY ERRORS**, all users will receive the message.

Users will not see pending error messages if **DISPLAY ERRORS** is not set.

Recommendation: This parameter should be set to **DISPLAY ERRORS**, to ensure that all orders in error status are edited or deleted.

9. Order Delivery Routing - This field should contain the routing symbol for the using service. Written correspondence and product distribution from the DDC will be directed to this routing symbol.

Recommendation: The routing symbol for the Prosthetic and Sensory Aids Service (**121**) should be entered for this parameter.

10. # of Days to Save Incomplete - This parameter should be set to the number of days after the order entry date to save orders with the status of INCOMPLETE. When the number of days between the Order Date and the current date is greater than the number entered for this parameter, the order will be permanently purged from the disk with the **Purge Orders** option. If a number is not entered, orders with the status of INCOMPLETE will be purged after 30 days.

Recommendation: This parameter should be set to **30** days.

11. # of Days to Save Disapproved - This parameter should be set to the number of days after the order entry date to save orders with the status of DISAPPROVED. When the number of days between the Order Date and the current date is greater than the number entered for this parameter, the order will be permanently purged from the disk with the **Purge Orders** option. If a number is not entered, orders with the status of DISAPPROVED will be purged after 30 days.

Recommendation: This parameter should be set to **30** days.

12. # of Days to Save Errors - This parameter should be set to the number of days after the order entry date to save orders with the status of ERROR. When the number of days between the Order Date and the current date is greater than the number entered for this parameter, the order will be permanently purged from the disk with the **Purge Orders** option. If a number is not entered, orders with the status of ERROR will be purged after 30 days.

Recommendation: This parameter should be set to **30** days.

13. **# of Days to Save Complete** - This parameter should be set to the number of days after the order entry date to save orders with the status of COMPLETE. When the number of days between the Orders Date and the current date is greater than the number entered for this parameter, the order will be permanently purged from the disk with the **Purge Order** option. If a number is not entered, orders with the status of COMPLETE will be purged after 30 days.

Recommendation: This parameter should be set to **30** days.

14. **# of Days to Save Cancels** - This parameter should be set to the number of days after the order entry date to save orders with the status of CANCELED. When the number of days between the Order Date and the current date is greater than the number entered for this parameter, the order will be permanently purged from the disk with the **Purge Orders** option. If a number is not entered, orders with the status of CANCELED will be purged after 30 days.

Recommendation: This parameter should be set to **30** days.

EXAMPLE TERMINAL INTERACTION FOLLOWS:

Select INSTITUTION NAME: 791// **DENVER (DDC)**

Last User to Run Purge: **WHORTON,KIMBERLY ANN**

Last Date Purge was Run: **JAN 19, 1995@08:18**

ALLOW FREE TEXT ADDRESS: **ALLOW FREE TEXT ADDRESS**

TRANSMISSION QUEUE OPTIONS: **AUTO-QUEUE OF BATCH**

STANDARD QUEUE TIME FOR BATCH: **10P**

MULTIPLE STATION ORDERS: **ONE STATION**

ALLOW MULTIPLE APPROVAL: **ALLOW MULTIPLE APPROVAL**

APPROVAL PROCESS: **SUPERVISORS ONLY**

ELIGIBILITY EDIT CAPABILITY: **EDIT OF DHCP ELIGIBILITY BY ANYONE**

DISPLAY ERRORS ON MENU ENTRY: **DISPLAY ERRORS**

ORDER DELIVERY ROUTING: **121**

OF DAYS TO SAVE INCOMPLETE: **30**

OF DAYS TO SAVE DISAPPROVED: **30**

OF DAYS TO SAVE ERRORS: **30**

OF DAYS TO SAVE COMPLETE: **30**

OF DAYS TO SAVE CANCELS: **30**

Enter/Edit Product File (EE)

This option must be used with caution. It is used by Supervisors to Enter/Edit products in the Remote Inventory Product file, as directed by the DDC. All entries must be edited EXACTLY as directed by the DDC. Any variances will cause the item to be rejected by the DDC database. Proper editing will allow the updating of product lists on an ongoing basis.

A sample terminal interaction follows:

PRODUCT ENTER/EDIT

***** USE THIS OPTION WITH CAUTION *****

Products must be entered or edited ONLY as directed by the DDC.

If entries vary in any way (even by one character) from the entry in the DDC file, all orders for which this entry is chosen will be rejected.

Select REMOTE INVENTORY PRODUCT ITEM NAME: **BRAILLER-STANDARD**

ARE YOU ADDING 'BRAILLER-STANDARD' AS A NEW REMOTE INVENTORY PRODUCT (THE 2016TH)? **Y (YES)**

REMOTE INVENTORY PRODUCT MAKE: **HOWE PRESS**

ITEM NAME: BRAILLER-STANDARD// <RETURN>

PRODUCT GROUP: **AIDS FOR THE BLIND**

PRICE: **620**

NSN: **6515-01-304-7242**

UNIT OF ISSUE: **1**

AMIS CODE FOR PROSTHETICS: **AIDS FOR THE BLIND UNDER \$5000**

Glossary

ADPAC

The acronym for the ADP Applications Coordinator. This is the person or persons responsible for understanding the system, assisting the users of the system and coordinating installations, user access and updates with IRM Service.

Approving Official

The Approving Official is the user who reviews orders and either approves or disapproves each order for placement into a transmission batch. The **RMPF SUPERVISOR** key may be required for the approval/disapproval process depending on the system parameters.

ASPS

The acronym for Audiology and Speech Pathology Service.

DHCP

The acronym for the Decentralized Hospital Computer Program.

VA FileMan	The name of the DHCP software package that controls file maintenance and provides programming utilities used by ROES .
HINQ	This is the acronym for the VA's Hospital Inquiry System software package. It is used to verify and update patient eligibility information.
IDCU	The Integrated Data Communications Utility is the name for the network used by the Department of Veterans Affairs for communications among facilities. ROES uses this network for transmission of order data.
ISC	The acronym for Information Systems Center.
VA MailMan	Designation for the DHCP software package that controls transmission of ROES Order Batches to the DDC.
MAS	Medical Administrative Service.
Order Type, Patient	One of the two categories of orders. Patient type orders are orders that are related to a specific patient.
Order Type, Station	One of the two categories of orders. Station type orders are orders that are related to the station and not to a specific patient.
PSAS	The acronym for Prosthetic and Sensory Aids Service.
RIS	DDC Remote Inquiry System. A software system that resides on the DDC computer system. Users at VA medical facilities with authorized access to the system may view patient hearing aid histories.

DDC

VA Denver Distribution Center.

VANHAP

The acronym for the VA National
Hearing Aid Program.

Appendix

Appendix A - Order Statuses

An explanation of each possible status that an order may have is listed below:

<u>Order Status</u>	<u>Explanation</u>
ADJ-TRANS	If the last action on an order was an adjustment (Custom Hearing Aid Orders only), the status will become 'ADJ-TRANS' when that adjustment is transmitted to the DDC. This order cannot be edited.

<u>Order Status</u>	<u>Explanation</u>
ADJUSTMENT REJECTED	If the DDC receives an order with an adjustment that cannot be made, the update sent back to the station will change the status of the order to ADJUSTMENT REJECTED. Orders with this status will be removed from the database by the Purge Orders option if they have been in the database longer than the number of days specified in the parameter file.
APPROVED	A supervisor or an Audiologist, if allowed, must approve each order through the Approve/Disapprove Orders option before they can be transmitted to the DDC. When an order is approved, it receives the status APPROVED and is placed in the open transmission batch. An APPROVED order cannot be edited.
BACKORDERED	An order receives a status of BACKORDERED when it has been processed at the DDC and found to be for a Buy on Demand item or an item that is out of stock at the DDC.
CAN-TRANS	An order receives a status of CAN-TRANS when the last action on the order was a CANCEL and the order was transmitted to the DDC. This order cannot be edited.
CANCELED	When an order is canceled, it receives a status of CANCELED and can no longer be edited.
CER-TRANS	An order received a status of CER-TRANS when the last action on the order was a certification (Custom Hearing Aid Orders only) and the order was transmitted to the DDC. This order cannot be edited.
CERTIFICATION PENDING	A Custom Hearing Aid Order will have a status of CERTIFICATION PENDING the order is processed and updated by the DDC. Issue information may be entered for orders with this status.

Order Status

Explanation

COMPLETE

An order receives a status of COMPLETE when it has been successfully processed at the DDC and has been updated. Orders with this status will be removed from the database by the **Purge Orders** option if they have been in the database longer than the number of days specified in parameter: "NUMBER OF DAYS TO SAVE COMPLETE".

DISAPPROVED

The **Approve/Disapprove Orders** option gives a supervisor or Audiologist, if allowed, the ability to disapprove an order. Orders that are removed from a transmission batch through the **Remove Order from a Batch** option are also given the status DISAPPROVED. DISAPPROVED orders may be edited or they will be removed from the database by the **Purge Orders** option if they have been in the database longer than the number of days specified in parameter: "NUMBER OF DAYS TO SAVE DISAPPROVED".

ERROR

Orders that cannot be successfully processed by the DDC receive a status of ERROR when updated. As part of the update, the DDC sends an explanation of the error messages. Orders in the status ERROR may be edited and returned to the DDC for processing. ERROR orders will be removed from the database by the **Purge Orders** option if they have been in the database longer than the number of days specified in parameter: "NUMBER OF DAYS TO SAVE ERRORS" .

INCOMPLETE

When an order is initially created, it receives a status of INCOMPLETE. The order remains in this status until the electronic evaluation of the order determines that all required information has been entered for that order type. An INCOMPLETE order may be edited by any user who has access to the Enter/Edit options. INCOMPLETE orders will be removed from the databases by the **Purge orders** option if they have been in the database longer than the number of days specified in parameter: "NUMBER OF DAYS TO SAVE INCOMPLETE".

<u>Order Status</u>	<u>Explanation</u>
ISS-TRANS	A Custom Hearing Aid Order will have this status if the last action on the order was the entry of issue information and the order was transmitted to the DDC. Orders with this status cannot be edited.
ISSUE DATE PENDING	A Custom Hearing Aid Order receives the status of ISSUE DATE PENDING when it is certified. Orders in this status may have issue information entered.
ORD-TRANS	An order will have the status ORD-TRANS when the order is initially placed and transmitted to the DDC. Orders with this status cannot be edited.
PENDING	When the electronic evaluation of an order determines that all required information has been entered for that order type, the status of the order becomes PENDING. A PENDING order may be edited by any user with access to the Enter/Edit option. The order must be approved before it can be transmitted to the DDC.
QUEUED FOR TRANSMISSION	When a batch is closed and a time is assigned for the batch to be transmitted to the DDC, all orders in the batch receive a status of QUEUED FOR TRANSMISSION. This indicates that the order has not yet been sent to the DDC. Orders in this status cannot be edited.
TRANSMITTED	When a transmission batch is closed and transmitted to the DDC, active orders in that batch that have no line items receive a status of TRANSMITTED. These orders will remain in this status until an update is received from the DDC. TRANSMITTED orders cannot be edited.

Appendix B - Order Batch Statuses

Explanations are given below for the different statuses that may be assigned to a transmission batch:

<u>Batch Status</u>	<u>Explanation</u>
CLOSED	Users will execute the Close Transmission Batch option to close a batch. The method of queuing the batch for transmission is determined by parameter number 2. Usually the batch will be queued at the time it is closed, either immediately or for a later date and time. If the batch is not queued, it will remain in the status CLOSED . A supervisor must use the option Queue a Batch for Transmission to transmit a CLOSED batch.
OPEN	If no OPEN transmission batch exists, it will be automatically created by the ROES software when an order is approved. Only one batch may be open at any given time. Orders will continue to be added to the OPEN batch as they are approved. The Close Transmission Batch option must be used to close the batch and make the batch available for transmission to the DDC.
QUEUED FOR TRANSMISSION	If a date and time is selected for the transmission of the batch to the DDC, the status of the batch will become QUEUED FOR TRANSMISSION . If a network or computer problem occurs between the time the batch obtains this status and the time it is to be sent to the DDC, it may remain in this status. Supervisors may use the Queue a Batch for Transmission option to re-queue the batch. This should only be used if the batch has remained in this status for 24 hours after the selected transmission time. Otherwise, duplication may occur.

TRANSMITTED

A batch will obtain the status of TRANSMITTED when it is actually sent to the DDC. This is the final status for a batch. The **Purge Orders** option will remove all batches whose orders have all reached the status of COMPLETE, ERROR, DISAPPROVED or ADJUSTMENT REJECTED.

